

## Standards

It is important for us to know if the services our residents receive are meeting the standards we set to guarantee quality. We need our residents and their carers or advocates to tell us what they think about the care that residents receive so we can maintain a high standard and, if necessary, make improvements. We welcome any comments or suggestions you may have.

You can make comments, suggestions or complaints:

- at service users' meetings;
- using the complaints book within the home;
- at your review of your care plan;
- on the feedback sheet available in each home; or
- using our formal complaints procedure.

If you have a complaint about Social Work services, you can get a leaflet **What to do if you are not happy with services provided by Social Work** from any Social Work office.



# Residential homes for adults with learning disabilities



You can get this leaflet in large print, in Braille or on cassette by contacting us on 01307 473194. We can provide this information in other languages if you need it.

ACCESS Angus 08452 777 778  
your direct line for council services

# SOCIAL WORK

## Information for families and carers

Within Angus there are two residential homes for adults with learning disabilities. The Gables in Forfar and Wirren House in Montrose.

## Residential care

Both homes can accommodate up to 22 residents. All bedrooms have single beds and their own washing facilities. There are toilets within easy reach of all bedrooms and a choice of bathing and shower facilities. These can be used independently or with help from staff. A training kitchen is available for helping you develop skills in independent living. Trained and experienced staff are available day and night to meet your needs.

## Meals

Catering is of a high standard and there is always a choice from a varied menu.

## Services and facilities

When you first move into the home, we will put you in touch with a member of the care team (called a keyworker) who will pay particular attention to your individual needs. They will draw up a plan with you on how best they can meet your needs. They will also review this plan regularly as your needs change.

We give priority to helping people stay independent and do as much as possible for themselves. We will encourage you to maintain links with your family and friends and with local community facilities.

We regularly arrange outings to cinemas, theatres and concerts, and other places of interest, along with different types of holiday breaks.

We will encourage you to play an active role in influencing life within the home.

There are regular meetings with staff and residents where we can plan events and discuss progress in the home.

Both units have an area where TVs, videos and hi-fis are available as well as a range of board and indoor games. If you prefer a quiet area, there are smaller lounges available.

## Health and care

The staff are experienced in caring for adults with learning disabilities and are available at all times. There will be a Senior Social Care Officer on the premises at all times. Through regular careful observation and care, they will do everything possible to make sure you are safe and comfortable.

When you move into one of our homes, we will encourage you to keep your own doctor or help you register with a new doctor in the local practice if you prefer. Staff can manage any medication you may be prescribed or you can continue to manage this for yourself.

## Aims

We aim to provide a friendly environment where people are accepted as individuals with their own personalities, strengths and needs. We try to provide skilful, sensitive care for each person. We will do this by tailoring care to individual needs, closely monitoring development and providing opportunities for people to take part in or enjoy activities. We aim to help people make the most of their lives.

## Philosophy of care

Our philosophy is that all people have the right to live a full and active life, as independently as possible. Everyone has the right to privacy, dignity, independence, choice and self-expression. We believe that all people have the right to live where and how they wish for as long as they can be supported to do so.

## Wirren House, Northesk Road, Montrose

Wirren House is a local authority residential care home for adults with learning disabilities at the north end of the coastal town of Montrose. It is purpose-built, and opened in 1978. It is within easy walking distance of the town centre, swimming pool, beach and leisure centre, with easy access to public transport. It is on the main railway line which allows access to both Dundee and Aberdeen.

The home is on one level, designed with central common rooms and sleeping accommodation in three wings. The unit has recently been extensively refurbished and we try to offer a homely atmosphere in a relaxed, comfortable environment.

We can accommodate 19 long-term and two respite placements to meet individual needs and to support carers.

We encourage residents to personalise their rooms and choose their own furniture and decorations.

We also offer an evening sitting service to parents and carers.

For more information

Wirren House

Phone: 01674 672390

Fax: 01674 674119

E-mail: SWD.wirrenhouse@angus.sol.co.uk

## The Gables, Arbroath Road, Forfar

The Gables is a local authority residential care unit for adults with a learning disabilities, in the county town of Forfar. It is purpose-built, and was opened in 1977. It is near to the town centre, and there are good transport links with regular bus services throughout Angus.

Accommodation is on three levels with a lift that is easy for people in wheelchairs to use. We can accommodate 20 long-term service users. There are also two respite or short-stay beds available, one of which can cater for somebody with physical and learning disabilities.

Also situated in the grounds of the Gables is the Lodge. This is a training facility for two people where, supported by staff, service users have the opportunity to develop and maintain skills, which will increase their independence.

We have a Peugeot seven-seater vehicle that can be used for day trips, outings and so on (if it is available). We charge a small fee for using this.

For more information

The Gables

Phone: 01307 462020

Fax: 01307 468572

E-mail: SWD.Gables@angus.sol.co.uk