

## Contact Details

### Emergency Duty Team

Emergency contact details to obtain Social Services outwith office hours and on public holidays

Tel: 01786 470500

## Complaints

Social Services has a Complaints Officer to ensure all complaints are dealt with thoroughly, fairly and within a reasonable timescale.

### Complaints Officer

Social Services,  
Lime Tree House, Alloa FK10 1EX

Tel: 01259 450000

## Core Values of the Council

Commitment, Trust and Partnership

Openness and Accountability

Respect and Dignity

Equity, Fairness and Inclusion

یہ دستاویز کے بارے میں معلومات فراہم کرتا ہے۔ ایڈیٹ یعنی بالغ افراد کے لئے کیئر سروس  
اس دستاویز کو اپنی زبان میں سمجھنے کے واسطے اگر آپ کو مدد کی ضرورت ہے تو برائے مہربانی اسکو کونسل آفس  
لے جائیں اور ریسپشن پر پوچھیں۔ کونسل کے دفاتر کے پتے نیچے درج ہیں۔

گرین فیلڈ ہاؤس لائیم ٹری ہاؤس

نیل بڈی روڈ کاسل سٹریٹ

آلوا آلوا

FK10 1EX FK10 2AD

這文件內容是有關 成人護理服務。  
如你需要，我們可以用你的語言幫助你了解此文件的內容。請携同此文件到議局辦公室接待處查詢。辦公室地址如下：

Greenfield House 青田樓  
Tullibody Road  
Alloa  
FK10 2AD

Limetree House 檸樹樓  
Castle Street  
Alloa  
FK10 1EX

Niniejszy dokument udziela informacji na temat Opieki Społecznej dla Dorosłych.  
Jeśli chcieliby Państwo skorzystać z pomocy w zrozumieniu tego dokumentu w swoim języku, proszę go ze sobą zabrać do Biura Rady Miejskiej (Council Office) i zapytać w recepcji. Mogą Państwo znaleźć Biura Rady Miejskiej pod poniższymi adresami:

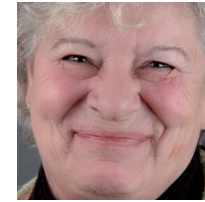
Greenfield House  
Tullibody Road  
Alloa  
FK10 2AD

Limetree House  
Castle Street  
Alloa  
FK10 1EX

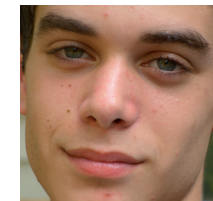
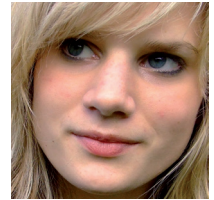
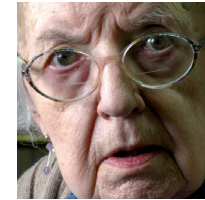
Further information can be obtained on the  
Clackmannanshire Council website: [www.clacksweb.org.uk](http://www.clacksweb.org.uk).

Contact the Research & Information Service on 01259 452519 to obtain further supplies of this leaflet or to request any changes.

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## Community Care Assessments



## Information on how to access a Community Care Assessment



Clackmannanshire Council

[www.clacksweb.org.uk](http://www.clacksweb.org.uk)

## Who are we?

There are two teams consisting of:

- Social Workers
- Occupational Therapists
- Social Care Officers
- Mental Health Officers

The teams are based in the Clackmannanshire Community Health Care Centre:

For any enquiries and information, or to request a community care assessment contact:

Community Assessment and Care Management Team

Clackmannanshire Community Healthcare Centre

Hallpark Road

Sauchie FK10 3JQ

Tel: 01259 727010/01259 452498

Emergency Duty Team: Tel: 01786 470500

## How do you contact us?

You can contact us in person, write to the above address, or telephone on your own behalf, or on behalf of someone else. A worker is available 9 am to 5 pm, Monday to Friday to take calls.

Office hours: Monday to Friday 9am - 5pm

## What do we do?

Provide an **\*assessment of needs** which may help you access services such as:

- Home Care
- Meals on Wheels
- Equipment and Adaptations for People with a Disability
- Respite Care
- Day Care
- Care Homes

We will provide information, advice, and support to people in the community.

*\* An assessment is an evaluation of any needs you have or problems you may be facing.*

## Who for?

People over 18 who:

- are elderly
- have a physical disability
- have a learning disability
- have a sensory impairment (visual or hearing disabilities)
- have a mental health problem
- have dementia
- have a substance abuse problem (including alcohol and drugs)
- are homeless with needs
- are carers

## What will happen?

There are eligibility criteria for assessments, which mean that those at risk and in most need will be seen first.

However, we aim to contact everybody within 20 working days.

If necessary a worker will be allocated to you to deal with your problem. This worker will contact you to arrange a visit.

## Is there a charge?

Some services are free of charge and some are charged on the person's ability to pay, for example;

- home care
- care home placements
- adaptations, if you own your own home

Others such as meals on wheels and respite care have a fixed charge.

If you are required to pay for services, where possible you may be advised of this in advance.

The Social Services leaflet on charging for services and on free personal care may provide further information.