

For further information please contact

VALERIE RUSSELL

Service Manager

Or

JACKY MACKAY

Lead Practitioner

Hillcrest Residential Unit
41 Goathill Road
Stornoway
Isle of Lewis HS1 0NX

Tel: 01851 700099

PARTICIPATION

- Young people and their families will be included in meetings and reviews about the progress they are making and their views will be sought before any decisions are made.
- Young people and their families will be asked for their views about the service they are receiving.
- Young people and their families will be encouraged to assist in the shaping and developing of the service.

This project is regulated by the
Care Inspectorate who can be
contacted at; Social Care & Social
Work Improvement Scotland,
Custom House, Cromwell Quay,
Stornoway, Isle of Lewis
Tel: 01851 706157

Leaflet created: 15-09-08
Leaflet review due: 15-09-11

Action for Children helps the most
vulnerable children and young
people in Scotland break through
injustice, deprivation and
inequality, so they can achieve
their full potential.

HILLCREST Residential Unit



In
partnership
with



We work with:

- Young people who for various reasons need to be looked after.
- Young people with special needs for respite breaks.

We aim to:

- Work in partnership with the young people, their families and other agencies, including Social Work, Health and Education Services.
- Provide an assessment of need using the integrated assessment framework.
- Draw up individual care plans in consultation with young people, their families and our partner agencies.
- Enable and empower young people to fulfil their potential.

We offer:

- One to one support from our childcare workers.
- Support to young people to improve relationships and participate in community life.
- A safe and caring environment where young people can feel valued.
- Therapeutic intervention work relevant to a young person's needs.
- Access to a wide range of advice and support from various agencies e.g. Advocacy, Health Promotion, Mental Health Services.
- Support to take part in various sports and activities.

CONFIDENTIALITY

Service user's information is treated as confidential within the project and will only be shared with the knowledge and permission of the service user except when a child or vulnerable person is at risk.

EQUALITY & DIVERSITY

We respect differences in ethnic origin, gender, religion, sexuality, culture and language both as an employer and service provider.

We will endeavour to communicate in people's first language and will ensure participation of those with disabilities.

MAKING A COMPLAINT

We encourage young people and their families to tell us of any concerns they have at an early stage so that we can resolve the difficulties wherever possible.

If you are not happy with the service you receive from Action for Children, you can complain either to a member of staff or directly to the project manager. Your right to a service will not be affected, in any way, if you complain.