



**the mungo**  
**foundation**

life justice community

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## **Older People**

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### **Crannog**

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**Crannog**  
**10 Bayfield Terrace, Drumchapel, Glasgow G15 7EJ**  
**Tel: 0141 940 4320**  
**Email: [crannog@themungofoundation.org.uk](mailto:crannog@themungofoundation.org.uk)**

# Service User Charter

**Each service user will have the right to:**

**be treated as an individual**

**dignity, privacy and respect**

**participate in the planning  
of your care or support plan**

**receive care or support  
appropriate to your needs**

**expect confidentiality at all times**

**independence and accountability  
for your own actions**

**undertake individual tasks**

**equal opportunities in relation to services**

**access a formal complaints procedure  
and to be represented by a friend or advisor  
if you so wish**

# Crannog

Crannog is a specialised residential care home service based in the Drumchapel area of Glasgow which provides twenty places for older people who have dementia. The home also provides ten nursing home places for people over the age of fifty who have a diagnosis of Alcohol Related Brain Damage. The service offers single en-suite accommodation and shared communal areas, in three units which each consist of ten places. Staffing ratios reflect the individualised care provided.

# Referral Criteria

In order to be referred for admission to Crannog, you need to contact your local Social Work Office. A Care Manager will then be allocated to you and they will carry out an assessment of your needs. If you are being referred for admission, they will also carry out a financial assessment to determine how much you will pay towards the cost of living in Crannog.

After this process and following your referral from social work, staff will arrange for you to come and visit the home. They will talk to you about the home and what happens there and the best way to help you to move into the home.

# Services Offered

Single en-suite bedrooms with walk-in shower (assisted bathroom for those who prefer a bath)

Range of activities and outings

Residents' day room, smoke room and kitchen in each unit

Hairdressing service (additional charge)

Enclosed gardens to the rear of the building

Residents' meetings

Individual care planning sessions

Flexible mealtimes

Choice of menu

The project is registered with and inspected by the Care Commission. Reports are available on request.

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**The staff are really helpful  
and I feel safe.**

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If you would like a summary of this leaflet in large print format, audiotape or in your community language, please e-mail, phone or write to us via the contacts below.

Ma tha giorrachadh den leabhran seo a dhìth oirbh anns a' chlà mhòr, air teip-claisneachd no anns a' chànan agaibh fhèin, cuiribh fòn no sgrìobhaibh thugainn aig na h-àireamhan gu h-ìseal.

Aby otrzymać streszczenie niniejszej ulotki dużym drukiem, kasetę magnetofonową lub wersję w swoim ojczystym języku, prosimy skontaktować się z nami pocztą elektroniczną, telefonicznie lub listownie, korzystając z danych kontaktowych podanych poniżej.

यदि आपको इस नौकलेन का सारांश बड़े अक्षरों में, ऑडियो टेप या अपनी भाषा में चाहिए, तो कृपया नीचे दिए गए संपर्क नं. में मेल करें, फोन करें या लिखें।

এই তথ্যপত্রের একটি সারাংশ মোটা হরফে, ক্যাসেটে রেকর্ড করে বা আপনার নিজ ভাষায় চাইলে অনুগ্রহ করে নিচের যোগাযোগের বিবরণ ব্যবহার করে আমাদেরকে ইমেইল, ফোন করবেন বা চিঠি লিখবেন।

ਜੇ ਤੁਹਾਨੂੰ ਇਸ ਪਰਚੇ ਦਾ ਸੰਖੇਪ ਵੱਡੀ ਛਪਾਈ ਦੇ ਰੂਪ, ਸੁਣਨ ਵਾਲੀ ਟੇਪ ਤੇ ਜਾਂ ਮਾਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਚਾਹੀਦਾ ਹੈ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਨੂੰ ਈ-ਮੇਲ ਜਾਂ ਫੋਨ ਕਰਕੇ ਜਾਂ ਟੈਕ ਮੈਸੇਜ ਸਿੱਧਰਾ ਚਾਹੀ ਲਿਖੋ।

اگر آپ اس لیفلٹ (کافیج) کا خلاصہ بڑے خطی میں چاہتے ہیں، آڈیو ٹیپ یا اپنی زبان میں حاصل کرنا چاہتے ہیں تو براہ مہربانی ہم سے مندرجہ ذیل ای میل، ٹیلیفون یا پتہ پر رابطہ قائم کریں۔

إذا كنت ترغب في الحصول على ملخص عن هذه النشرة بأحرف كبيرة أو على شريط سماعي (كاسيت) أو بلغتك الأم فالرجاء الاتصال بنا عن طريق البريد الإلكتروني أو الهاتف أو الكتابة لنا على العنوان الموضح أدناه.

如欲索取本單張摘要的特大字體、錄音帶或中文（廣東話）版本，請發送電郵、致電或來信向我們提出要求，我們的聯絡資料如下。



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The Mungo Foundation, formerly the Community Social Services Department of the Archdiocese of Glasgow, is an independent organisation in the voluntary sector. The Mungo Foundation is a company limited by guarantee registered in Scotland (SC256488) and is a registered charity (SC035078).