



**the mungo
foundation**

life justice community

Learning Disability

Firhill Road

**Firhill Road, Firhill House, Unit 1A,
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Tel: 0141 945 5300
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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

Firhill Road

The Firhill Road Project is a housing support service with an office base in the north west of Glasgow. From there the staff team provide care at home to adults with a learning disability who live within their own tenancies. The staff team provide a 24 hour needs-led support service to enable the service users to live as independently as possible within the community.

Referral Criteria

Firhill Road Project provides services for adults of 18 years upwards who have a learning disability. Referrals are made by local authority Care Managers or health professionals. A single shared assessment will be carried out by the care manager with the service users needs and desires at the centre of all discussions.

Services Offered

A flexible service which meets the service users needs

A named key worker

A person centred and regularly reviewed care support plan developed with the service user which recognises their individual rights, needs and choices

Trained staff who will support the service user in a professional, valuing and flexible manner

Support to enable the service user to live as independent a life as possible and to feel safe and secure within their home and community

Support to enable the service user to expand their capabilities and achievements by accessing a range of community services, resources and activities; to live a life rich in purpose and personal fulfilment and to achieve all they can

Support in assisting the service user to maintain their tenancies e.g. managing their budget, housework, cooking and life skills

Support to the service user to develop and maintain social networks, recreational, educational and/or occupational interests

Support to access appropriate health care, counselling and advice

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

“

I have a better life now.

”

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' chlàr 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 लीफलेट का सारांश बड़े अक्षरों में, ऑडियो टेप या अपनी भाषा में चाहिए, तो कृपया नीचे दिए गए संपर्क पर ई-मेल करें, फोन करें या लिखें।



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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 ਕਰੋ ਜਾਂ ਹੋਰ ਸੰਖੇਪ ਸੰਪਰਕਾਂ ਲਈ ਲਿਖੋ।

اگر آپ اس لیفلٹ (کتابچہ) کا خلاصہ بڑی طباعت،
آڈیو ٹیپ یا اپنی زبان میں حاصل کرنا چاہتے ہیں تو
براہ مہربانی ہم سے مندرجہ ذیل ای میل، ٹیلیفون یا
پتے 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。

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).