



**the mungo
foundation**

life justice community

Learning Disability

Mitre House Project

Mitre House Project
15-21 Househillmuir Crescent, Glasgow G53 6HW
Tel: 0141 881 0221
Email: mitrehouse@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

Mitre House Project

Mitre House Project provides 24 hour care and support to adults with a learning disability. The project, which is based in a converted property in the south of Glasgow, comprises two service models. The ground floor flat is home to five service users with complex learning disabilities and is registered as a residential care home. The upper cottage flat is an independent tenancy for three further service users who receive a housing support service from the staff team.

Referral Criteria

Mitre House Project provides services for adults of 18 years upwards who have a learning disability and associated physical disabilities.

Referrals are made by local authority Care Managers. A single shared assessment will be carried out with the service users needs and desires at the centre of all discussions.

Services Offered

Specific to the care home:

A comfortable safe place to live with a high standard of care and support

A single room

To all service users:

A flexible service which meets the service users developing needs

A designated key worker

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

Trained staff who will support service users in a professional and flexible manner

Support to enable service users to expand their capabilities and achievements by accessing a range of community services, resources and activities

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

Support in assisting service users to maintain their tenancy e.g. managing their budget, housework, cooking and life skills

Support to service users 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.

“

After living so long in hospital I like to be able to do what I want and not be told what to do.

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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।



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**196 Clyde Street
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themungofoundation.org.uk**

এই তথ্যপত্রের একটি সারাংশ মোটা হরফে, ক্যাসেটে রেকর্ড করে বা আপনার নিজ ভাষায় চাইলে অনূগ্রহ 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 ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਚਾਹੀਦਾ ਹੈ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਨੂੰ ਈ-ਮੇਲ ਜਾਂ ਫੋਨ ਕਰੋ ਜਾਂ ਹੋਰ ਸੰਖੇਪ ਸੰਪਰਕਾਂ ਚਾਹੀ ਲਿਖੋ।

اگر آپ اس لیفلٹ (کافیج) کا خلاصہ بڑے خطا 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。

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).