



**the mungo  
foundation**

life justice community

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## **Day centre**

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## **West End Project**

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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**

# West End Project

The West End Project is based in the Castlehill area of Dumbarton. The staff team work flexible hours to meet the individual support needs of the service users. The project offers a Day Opportunities/Outreach Service for adults who are experiencing social isolation and who have varying degrees of physical disabilities. Service users are encouraged to participate in a wide community. The project liaises closely with colleges, community education and multidisciplinary professionals. The project aims to empower service users to make decisions, increase their independence, develop social networks and enhance their quality of life.

# Referral Criteria

The project offers a service to:

Older people 65 years +

Adults with a physical disability  
18 years +

Adults with acquired brain injury

Adults with sensory impairments

All referrals must be made, through the single shared assessment process. This can be accessed through Social Work Services or the Health Board. All service users must reside within West Dunbartonshire.

# Services Offered

One to one link worker

A person-centred assessment of needs aimed at identifying the individual's personal goals and aspirations

On-going support for the service user in compiling, implementing and reviewing their own four weekly programme

A safe, secure and valuing environment in which the individual is given the opportunity and support to make choices, develop skills and confidence and expand their capabilities and achievements by accessing new activities

The project also offers opportunities for volunteering within the bistro, shop and internet areas. There is an active service users forum, which participates in the ongoing development, reviewing and evaluation of the service. Activities in the building are as follows:

Woodwork Area—Make and refurbish furniture for the local community, working in partnership with other community projects

Art Therapy—Offering an innovative approach to arts and therapy, allowing a platform of expression and

confidence-building through arts, encouraging inner talents to flourish

Shop Area—This will enable the members to display and sell their art and woodwork, a testament to the service user's commitment and high standard of work

Internet Suite—This will introduce members to the world of the Web, enabling and empowering them to access such facilities as Internet banking, shopping and facilitating choices

Bistro Area—This will enable high quality, healthy food to be offered to service users within a comfortable, friendly environment. As it develops over time, it will also open up access to the Local Community

Lounge Area—A welcoming area to meet and greet, host member forums and develop social networks

Sensory Area—This area will be used for relaxation, aromatherapy and a range of beauty treatments

The project is inspected by the Care Commission and West Dunbartonshire Council. Reports are available on request.

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**Confidence building, inspiring,  
friendly atmosphere... life changing!**

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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 ਠੀਕ ਸਿੱਖੇ ਸੰਪਰਕਾਂ ਰਾਹੀਂ ਲਿਖੋ।

اگر آپ اس لیفلٹ (کافی) 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。



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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).