

Whitdale Care Home

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2. Contact Us

Whitdale Care Home,
110 East Main Street,
Whitburn, EH47 0RH.
(Unit Manager – Marianne Longstaff)

☎ 01506 744445
email: Whitdalehouse@westlothian.gov.uk

How to find us: There are regular buses to Whitburn and ample parking. Phone for directions or download a street map from www.multimap.co.uk

Travel information – Plan a journey - ☎ 01506 777840

Social Care Emergency Team: The 24 hours out of office service can help if there is an urgent problem. ☎ 01506 777401 or email scet@westlothian.gov.uk

3. Do you need help to read this?

We can provide this information in different ways such as:

- Braille
- British Sign Language (for deaf people)
- Tape (for people who cannot see or read)
- Other languages such as Urdu or Cantonese
- CD Rom

If you need help to read this please contact us.

UK information about getting products that help people to remain independent is available in:

[Shqip](#) Albanian | [اے پ ر ع ل ا](#) Arabic
[বাংলা](#) Bengali [中文](#) Chinese
[فارسی](#) Farsi [Français](#) French
[ગુજરાતી](#) Gujarati [Soomali](#) Somali
[Español](#) Spanish [Português](#) Portuguese
[Türkçe](#) Turkish [ودرا](#) Urdu

4. What are the aims of the service?

West Lothian Council is committed to working with people and communities of West Lothian; we aim to enhance the quality of life. We provide directly and in partnership with others, a comprehensive range of quality and valued services. Our services aim to meet people’s needs and aspirations on the basis of fairness and equality.

In line with our mission statement our aims are to:

- Enhance the independence of residents.
- Provide the highest possible standards of care to promote the ethos of our care facilities.

<p>5. Who can use the service?</p>	<p>Our primary purpose is to provide quality care home services for people aged over 65 who are no longer able to live in their own home due to physical or mental frailty.</p>
<p>6. How do I apply for the service?</p>	<p>Whitdale provides a permanent home with care and admission is made by contacting your nearest social work team. Your doctor, district nurse, community psychiatric nurse or ward staff may contact the social work on your behalf.</p> <p>The social work team will take all your details. Arrangements will be made for a care manager to visit you to carry out an assessment of your needs. Should we agree that you require care, you can visit our care homes and choose which care home you would prefer. If there is a vacancy an admission date can be arranged. If no vacancy is available, your name will be placed on the waiting list for the care home of your choice. In this event, you may be offered a temporary place at another care home.</p> <p>To apply for an assessment, ask at any of the following offices:</p> <ul style="list-style-type: none"> • Livingston Social Work Centre ☎ 01506 777777 • Bathgate Social Work Centre ☎ 01506 776700 • Broxburn Social Work Centre ☎ 01506 775666 • St.John’s Hospital Social Work Team ☎ 01506 422767
<p>7. What is an assessment?</p>	<p>We can visit you to discuss what your needs and wishes are and how we can help you with them. The assessment may take just one visit or it may take some time to complete. In most cases an assessment must be carried out before any services or support are recommended. Most people now receive a single shared assessment – with your agreement, health and council staff working in partnership can share information to make it easier for you and to improve communication.</p> <p>The purpose of the assessment is to look at the support you receive and to determine your needs. It takes into account your own situation – family, housing, social life, leisure activities, your age, health and any support already in place.</p> <p>We can also carry out a separate assessment of your carers on request.</p>
<p>8. What happens next?</p>	<p>IT’S YOUR HOME: If you move into Whitdale it becomes your home and you will be encouraged to have a say in the way it is run. Residents and staff have regular meetings giving you the opportunity to air your views about anything that affects your life. This could include meal menus, entertainment, outings etc.</p> <p>Friends and relatives are welcome to visit at any time and they are invited to offer views and comments about ways in which we can improve the services we offer. We can help or advise you if you wish to complain.</p> <p>STAFFING: In Whitdale, care is provided 24 hours a day. You will have a named worker and staff to help when necessary with your needs. Your named worker will discuss your support needs with you to help draw up your personal plan.</p> <p>ACTIVITIES: Whitdale has an activity leader who supports residents’ activities, promoting mental, social and physical wellbeing. This includes in-house entertainment and arranged outings.</p>

<p>8. What happens next?</p> <p>.... continued</p>	<p>SMOKING POLICY: Whitdale offers a smoking room for those residents who wish to smoke.</p> <p>SECURITY: Whitdale has its own arrangements regarding building security. Residents are free to come and go as they wish. There may be circumstances whereby vulnerable adults require to be protected for their own safety.</p> <p>MEDICATION: Staff usually help you to take your prescribed medicine at the right times. However if you prefer, and can manage, you can do this for yourself.</p> <p>SPECIALISED EQUIPMENT: If you need aids or adaptations we can help you to get these.</p> <p>MEALS: Whitdale has qualified catering staff who provide a varied, nutritional daily menu and any special diets that you may need. Meal times can be flexible. We will discuss menus with you to find out your likes and dislikes.</p> <p>LAUNDRY: We provide a laundry service in each of our homes or you may choose to have laundry sent home. Dry cleaning services can be arranged. We ask relatives (if they are able) to clearly mark all items of clothing – please ask staff for advice on how to purchase labels.</p> <p>SUPPORT SERVICES: You will be registered with our local GP, dentist, optician and chiropodist. Our hairdresser makes regular visits.</p>
<p>9. How much does it cost?</p>	<p>There are no charges for information and assessments. We can often help you claim extra welfare benefits to pay for the support you need.</p> <p>The cost of living in a care home depends on your own financial circumstances. The care manager carries out a financial assessment before admission to determine the level of charge you will have to pay.</p>
<p>10. What are our service standards?</p>	<p>Our aim is to ensure the comfort and well being of the residents in our care. We actively encourage relatives and friends to remain involved in your care. We will do our best to support your religious, ethnic and cultural needs.</p> <p>Our service is regulated by the Scottish Care Commission to meet the national care standards. Copies of inspection reports are available from any care home or online at www.carecommission.com</p>
<p>11. Any ideas or complaints?</p>	<p>Your views are very important to us. Please talk to a member of staff. If you are not happy with their reply you can contact their team manager.</p> <p>Alternatively you can pick up a 'Points Of View' form from any council information point which can be returned to us by Freepost. You can also contact our Customer Services - ☎ 01506 775000 or email: customer.service@westlothian.gov.uk</p>

12. Links to other helpful services

If you are looking for further information, there is plenty of help and advice available on the web for you and your family:

- The [Carers of West Lothian](#) website has a useful, free carers information pack.

West Lothian Council contacts include:

- Older people's assessment team ☎ 01506 776700
- [Care At Home leaflet](#)
- [New Horizon Guide to Services](#) – contains a range of useful information
- [West Lothian Council](#) ☎ 01506 775000
- [West Lothian Council Housing](#) ☎ 01506 776301

West Lothian run care homes for older people:

- Limecroft Care Home, Dedridge, Livingston ☎ 01506 460171
- Whitdale House, Whitburn ☎ 01501 744445
- Craigmair Interim Care Home, Craigshill, Livingston ☎ 01506 777633
- Burngrange Care Home, West Calder ☎ 01506 872346

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Date updated:

August 2006