



**West Lothian  
CHCP**

**West Lothian Community Health and Care Partnership  
Sharing care for older people - Burngrange Care Home**

## Burngrange care home

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### 2 Contact us

Burngrange Care Home  
Burngrange Park ..... ☎ 01506 872346  
West Calder EH55 8ET ..... ✉ Email: [burngrange@westlothian.gov.uk](mailto:burngrange@westlothian.gov.uk)

**How to find us:** There are regular buses to West Calder and ample parking. Phone for directions or download a street map from: ..... 🌐 <http://www.multimap.com/>  
Travel information - plan a journey: ..... ☎ 01506-777840

#### Social Care Emergency Team:

The 24 hours out of office hours service can help if there is an urgent problem.  
..... ✉ Email: [scet@westlothian.gov.uk](mailto:scet@westlothian.gov.uk) ☎ 01506- 777401

### 3 Do you need help to read this?

We can provide this information in different ways such as:

- Braille (for blind people)
- British Sign Language (for Deaf people)
- Tape (for people who cannot see or read)
- other languages such as Urdu or Chinese
- CD Rom

If you need help to read this, please [contact us](#).

#### UK information for older people is available in:

[Shqip](#) Albanian | [ة ي ب ر ع ل](#) Arabic  
[বাংলা](#) Bengali ..... [中文](#) Chinese  
[فارسى](#) Farsi ..... [Français](#) French  
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[Español](#) Spanish ..... [Português](#) Portuguese  
[Türkçe](#) Turkish ..... [و د ر ا](#) Urdu

### 4 What are the aims of the service?

West Lothian Council is committed to working with the 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



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<b>5 Who can use the service?</b>	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.
<b>6 How do I apply for the service?</b>	<p>Burngrange provides a permanent home with care. 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 team 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. You can 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 of your care home of 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:</p> <ul style="list-style-type: none"><li>• Livingston social work centre ..... ☎ 01506 777777</li><li>• Bathgate social work centre ..... ☎ 01506 776700</li><li>• Broxburn social work centre ..... ☎ 01506 775666</li><li>• St John's Hospital social work team ..... ☎ 01506 419666</li></ul>
<b>7 What is an assessment?</b>	<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 <a href="#">separate assessment for your carers on request</a>.</p>
<b>8 What happens next?</b>	<p><b>IT'S YOUR HOME</b></p> <p>If you move into Burngrange 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 you or advise if you wish to complain.</p> <p><b>STAFFING</b></p> <p>In Burngrange, 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 own personal plan.</p> <p><b>ACTIVITIES</b></p> <p>Burngrange has an activity leader who supports residents' activities, promoting mental, social, and physical wellbeing. This includes in-house entertainment and arranged outings.</p>



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**SMOKING POLICY**

Burngrange offers a smoking room for those residents who wish to smoke.

**SECURITY**

Burngrange 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.

**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.

**SPECIALISED EQUIPMENT**

If you need aids or adaptations we can help you get these.

**MEALS**

Burngrange 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.

**LAUNDRY**

We provide a laundry service in each of the homes. 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.

**SUPPORT SERVICES**

You will be registered with our local G.P., dentist, optician and chiropodist. Our hairdresser makes regular visits.

**9. How much does it cost?**

There are no charges for information and assessments. We can often help you claim extra welfare benefits to pay for the support you need.

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.

**10 What are our service standards?**

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.

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](http://www.carecommission.com)

**11 Any ideas or complaints?**

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.

Alternatively you can pick up a Points of View form from any council information point, which can be sent to us by Freepost. You can also phone 01506 775000; you can fax 01506 775099 or you can email...✉: [customer.service@westlothian.gov.uk](mailto:customer.service@westlothian.gov.uk)  
If you need help, phone .....☎ 01506 775000



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### 12 Links to other helpful information:

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 - includes a wide range of useful information
- New horizon magazine - 2005
- West Lothian Council..... ☎ 01506 775000
- West Lothian Council Housing..... ☎ 01506 776301

Council-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

### Author:

Marianne Longstaff ..... ☎ 01501 744445

If you want to comment on this information or find an error, please contact Marianne in the first instance.

### Series editor:

Rob Kay

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emergency team

home page

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