INFORMATION LEAFLET

WOODLANDS CENTRE
OLDER ADULT COMMUNITY MENTAL HEALTH TEAM.

East Dunbartonshire Community Health Partnership
The Woodlands Centre provides an integrated multi-disciplinary assessment and treatment service for adults over the age of 65 years who may be suffering from a range of mental health complaints including depression and memory loss.

The service aims to provide treatment and rehabilitation to promote independence and increased quality of life for those referred within their own homes.

This is a flexible service which will respond to the local needs of older people and offer choice in care delivery, crossing traditional organisational and professional boundaries. The Team provides a comprehensive assessment which will take into account your needs and wishes.

The Service aims to maximise independence and increase quality of life for people in their own homes or other appropriate community settings. There is a focus on preventing unnecessary admission to hospital or care; working together with people to reach jointly agreed rehabilitative goals and promote the benefits of self-management of disability or long term conditions through education and treatment. The Team works closely with other agencies and organisations to ensure a co-ordinated approach to patient care. Permission will always be sought before making a referral to any other service.
The Team consists of some or all of the following:

Team Manager.
Team Leader.
Psychiatrists.
Medical secretaries and reception staff.
Hotel services staff.
Community Psychiatric Nurses
Occupational Therapist.
Health Care assistants.
Day Hospital Staff.
Access to Speech and Language Therapist.
Access to Pharmacist.
Access to podiatrist.

When is the service available?

The service is available:
Monday to Friday from 8:30 a.m. to 9 p.m. Saturday to Sunday 9am – 5pm. The centre is open 365 days per year including public holidays. Out with these times, a crisis service can be accessed via NHS 24.
Who is the Service Available To?

- Service is available to people over 65 years who have been referred by their General Practitioner.
- The catchments area includes the majority of East Dunbartonshire but also covers small parts of North Lanarkshire and Glasgow city.

Data Protection

Our staff will collect information about you so that you can receive the most appropriate care and treatment, with decisions based on the most current, complete and accurate information. Everyone working within the organisation has a legal duty to keep information about you confidential.

Sharing Information

Greater Glasgow & Clyde NHS and Social Work services work together in partnership to ensure that information is shared appropriately, when consent is given. This involves both services working together to deliver. It is routine practice for health and social care staff to share information about the assessment and people they are working with together. You also have the right of access to the information we hold about you. A leaflet “Protecting Information about you” gives more details and is available at each clinic, or speaks to the person in charge of your care.
**Equality & Diversity**

Recent legislation stipulates that NHS Scotland must now promote equality and diversity as part of its core services. You can be assured that you will be treated as an individual and with respect and dignity.

### Some useful numbers

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Social Work – East Dunbartonshire.</td>
<td>0141 355 2200</td>
</tr>
<tr>
<td>Homecare</td>
<td>0141 578 2101</td>
</tr>
<tr>
<td>Telecare</td>
<td>0141 776 8046</td>
</tr>
<tr>
<td>Equipu (Equipment loan service)</td>
<td>0141 270 2800</td>
</tr>
<tr>
<td>Alzheimer Scotland</td>
<td>0808 808 3000</td>
</tr>
<tr>
<td>Ceartas Advocacy</td>
<td>0141 775 0433</td>
</tr>
<tr>
<td>Carers link</td>
<td>0800 975 2131</td>
</tr>
<tr>
<td>NHS 24</td>
<td>0800 22 44 88</td>
</tr>
</tbody>
</table>

### If you have any comments or suggestions to make

The team would welcome any comments or suggestions you have to make. The team member who is seeing you will be happy to discuss these with you. We would be pleased if you would also take the time to complete the ‘Satisfaction questionnaire’ which you will be provided with on receipt of the service, as it helps inform our practices to ensure quality of service to others.
Do you wish to make a suggestion or complaint?

If you are happy or unhappy about any aspect of your treatment please discuss this with a member of the team in the first instance, who will raise the issue with the Team Manager. A copy of NHS complaints procedure leaflet will be made available for you.

If your complaint is still not resolved to your satisfaction the Team Leader will explain the complaints procedure.

Team Manager
Woodlands Centre
15/17 Waterloo Close
Kirkintilloch
G66 2HL

Tel 0141 232 7300.

If you would like this document in large print, Braille or audio format, please contact the manager on the above number..

Jeśli chcesz uzyskać te informacje w innym języku skontaktuj się z:

Eğer bu bilgiyi bir başka dilde istiyorsanız lütfen bağlantı kurunuz:

If you need this information in another language, please contact:

如果您需要该信息的其它语言版本，请联系：