

Meals

There are a number of options open to those who attend. A hot meal is provided for those who wish, with a daily choice available. This meal is currently charged at £3.50 per day (April 2012).

Transport

Transport to the centre is available and arranged depending on the needs of each individual. Currently there is no charge for this service.

Complaints

If you are unhappy with any aspects of the service provided you should contact the manager. Every effort will be made to ensure that your concerns are addressed quickly and efficiently. Should you still be unhappy, you can make a formal complaint to the Chief Social Work Officer who will respond within 28 working days.

A complaints leaflet is available at all Community Care offices and establishments. Assistance with the completion of the form is available if required. Alternatively, a complaint can be made directly to the Care Inspectorate at the address shown overleaf.

USEFUL ADDRESSES & TELEPHONE NUMBERS



ERIC GRAY RESOURCE CENTRE

Manager
Eric Gray Resource Centre
Kantersted Road
Lerwick
Shetland ZE1 0RJ
Telephone: (01595) 745560

**Chief Social Work Officer or
Duty Social Worker**
Community Care Services
92 St Olaf Street
Lerwick
Shetland ZE1 0ES
Telephone: (01595) 744400
Fax: (01595) 744436

Care Inspectorate
2nd Floor Charlotte House
Commercial Road
Lerwick
Shetland ZE1 0HF
Telephone: (01595) 741520
Fax: (01595) 741529



Where is the EGRC?

You can find us on the south side of Lerwick on Kantersted Road, close to the Seafield Playing Fields.

Who is the centre for?

We provide support services for adults over the age of sixteen who have a learning disability or autistic spectrum condition.

When is the centre open?

It is open between the hours of 9 am to 4 pm Monday to Friday.

What happens there?

Eric Gray Resource Centre is committed to the principles of life long learning.

This means we aim to provide meaningful activities and opportunities designed to promote the development of each individual's strengths and skills.

We are a registered centre for the ASDAN Awards Scheme. These nationally recognised awards are designed to help individuals work at their own pace to develop relevant skills which may assist them in their daily lives.

The awards include modules in communication, everyday living skills, citizenship, self-awareness, community participation, art and design, and also sports and leisure.

We also access courses run by the Shetland College.

We believe in using community activities and make full use of the leisure facilities in many settings including the Clickimin Centre.

We also work alongside employment agencies such as C.O.P.E and Moving On to promote access to the world of work.

How do people access the service?

If someone wishes to come to the EGRC a referral can be made via Community Care Services.

An Understanding You will be completed which identifies the type of service each person needs.

A care plan will be developed and a suitable programme of activities will then be put in place.

As soon as an appropriate package of care has been agreed each individual will be allocated a key worker.

Each individual's programme will be devised and regularly reviewed in order to facilitate the individual to:

- a) Learn new skills;
- b) Retain and develop existing skills.

What else can you tell me?

The EGRC follows the standards set down by the Care Inspectorate.

Details of these standards can be viewed at:

<http://www.careinspectorate.com/>

We are also fully committed to promoting each individual's dignity, choice, independence and rights whilst maintaining a safe and secure environment for all.

Financial Charges

There is no charge for attending the service, however there are charges for the following: *(see overleaf)*