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The Richmond Fellowship Scotland

Our Complaints Procedure

We set very high standards for ourselves and aim to provide quality services. However, we don't always get things right. If that happens, it is important that you tell us. We take complaints very seriously and always carry out a full investigation. Details of our complaints procedure can be found in the Complaints leaflet which is given to people at the start of their support. If you prefer, you can complain directly to the Care Commission.

The Care Commission

The Care Commission is a government body which registers and inspects our services. They are responsible for making sure that our Services meet their regulations and take account of the National Care Standards.

Your Service can tell you more about National Care Standards and how to contact the Care Commission. Alternatively, you can contact them at their local office on 01224 793870 or at their head office on 01382 207100.

About The Richmond Fellowship Scotland

The Richmond Fellowship Scotland is a charity which provides high-quality community-based services for people who require support in their lives. All of our services work in person-centred ways to offer choice, promote inclusion and maximise ability.

Cover image: Support Assistant, Neil Garrett and Nick Macilwain holding their winner's trophies from the Aberdeen Mental Health Services 5-a-side tournament.

SQA Approved Centre

INVESTOR IN PEOPLE

QUALITY SCOTLAND

POSITIVE ABOUT DISABLED PEOPLE

The Hardgate Service
190 Hardgate
Aberdeen
AB11 6TZ
T: 01224 587 861
E: hardgate@trfs.org.uk

The Richmond Fellowship Scotland is registered under the Industrial and Provident Societies Act 1965 Reg No.2450R (S) Charity No.SCO 21621

> The Hardgate Service

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About the service

The Hardgate Service has been in operation since August 2000, providing housing support to individuals with a variety of support needs across Aberdeen.

The core building consists of a purpose-built block of flats in the city centre. These tenancies are occupied by individuals who are supported by the service. One of these flats is used as the staff office and serves as the base for the provision of outreach support to several other individuals who are housed in tenancies across the city.

The aims of the Hardgate Service are best illustrated by the staff team mission statement:

"Through utilising a creative and flexible person-centred approach, we will endeavour to provide effective housing support, promote inclusion within the wider community and enable those we support to realise their fullest potential."

How we can help

We offer person-centred support providing regular encouragement, advice and assistance to individuals in their own homes or in the wider community. This could include support to enable someone to develop skills to manage their household or supporting someone to access local community resources. Whatever the need, our goal is to increase the levels of independence and confidence in the people we support to a point where they can manage by themselves.

Who works at the Service?

Support is provided by a dedicated team of Support Workers and Support Assistants who are organised by a pair of experienced managers. Team members possess a broad range of skills, knowledge and life experience and share an energetic, positive attitude. From the outset, staff work hard to develop good working relationships with the people they support engendering trust and respect, enhancing feelings of wellbeing and helping to build a sense of inclusion in the community.

How your support is funded and how you are referred

The Social Work Department is usually responsible for assessing your needs and referring you to our services. Our services are funded from a variety of sources including Social Work budgets, the Supporting People programme and the Independent Living Fund. Please speak to your Social Worker/Care Manager or a member of our staff for further information.

Staff training

It is important that your support is provided by caring, competent and knowledgeable staff. We therefore provide ongoing training to promote high standards of practice. All of our staff complete an in-depth induction programme during their first six months. This covers general issues and also those areas that are relevant to the service they will be working in. They then continue a programme of learning and development throughout their employment. We support our staff to achieve SVQ qualifications at level 2, 3 and 4.