

A close-up photograph of a young child's face, focusing on the eyes and nose. The image is partially obscured by a semi-transparent yellow rectangular overlay that covers the right side and bottom. The child has light-colored eyes and brown hair.

Social Work Children & Families

Children with Disabilities

A Guide for Parents and
Carers in East Dunbartonshire

Ref: SWCDS 1
March 2008

Children with Disabilities



This leaflet is for parents and carers of children and young people with disabilities.

Who are we?

We are a team of social workers in East Dunbartonshire who assess children with disabilities and their families' needs.

We work with special needs school nurses and children's community nurses.

What could we help you with?

We want to:

- **help you look after your children**
- **help disabled children live at home**
- **help young people with disabilities move into adulthood**

After an assessment we may give information and advice about health or social services or support the child, parent or carer through a care plan.

Special needs school nurses support children with disabilities and health needs in school and their families.

Children's community nurses support families in looking after their child with health needs.

How can we help?

We give information and advice on social and health care problems.

We can help you contact other services, for example housing.

We will work with you to find out what services you need, for example:

- **Support in the home. This can be helping in the care of a disabled child or help with domestic tasks**
- **Childminding and holiday activity schemes**
- **Short breaks - during the day or overnight breaks**
- **Welfare benefits - to find out if you are entitled to any benefits**

How can you ask for help?

You or a relative can ask us for an assessment of your child's needs or your needs as a parent or carer. You can contact us for an appointment.

Our numbers are at the end of this leaflet.

You can ask other people such as a doctor, community nurse, health visitor or teacher to contact us for you.

What is an assessment?

An assessment is when we talk to you about your child's needs, and how we or someone else may help.

We will help you look at your choices. If you look after a disabled child, you can ask for an assessment of your own needs.

We may talk to other people who know you or your family, for example your doctor, nurse or physiotherapist. We will ask your permission to do this.

We can assess your child at home, at our office or in hospital. We work closely with the nurses in the team and other organisations to give you a better service.

If you find it easier to talk to us in another language you can ask us to bring an interpreter when we see you. Sometimes you can ask an advocate to help you speak up for yourself.



What happens after an assessment?

We agree what is called a care plan with you, which says what you need us to do and how we will do it. We will let you know what services we will provide, who will provide the services and when they should start. We have another look at the help we give you from time to time to see that it is still what you need.

Sometimes children with disabilities and their families may need our help and support for a long time. Your child will have their own social worker.

What happens if you do not qualify for any services?

There may be times when we cannot help. If this happens we may be able to put you in touch with another organisation that can help you.



Who can you contact to get help?

Our children with disabilities service is at:

Children with Disabilities Team
38 Stewart St
Milngavie
G62 2BW
Tel 0141 570 2400
Fax 0141 955 0197

The social workers provide a specialist service for children with disabilities and to make sure we give everyone the best possible service, they are available to make appointments by contacting our office from Monday to Friday from 09.00am to 17.00pm

If you contact us outside these hours, or a social worker is not available, we will get back to you later the same day or the next working day.



Regulated Services

If your complaint is about the Regulated Care Service, you can also contact the Scottish Care Commission. Regulated Care Services include Residential Care Homes for Children and Young People or Adults, a Support or Day Care Service, a Home Care Service, a Housing Support Service or a Fostering or Adoption Service. Please note the Care Commission will generally advise you to have attempted to resolve your complaint locally before making contact with them. For East Dunbartonshire Council area, the contact address and telephone number is:

**Care Commission
Central West Region
4th Floor
1 Smithhills Street
Paisley, PA1 1EB
Tel: 0141 843 4230**

Would you like to comment on the service you get?

If you would like to make a suggestion, comment or complaint about the service you have received from us please speak to a member of staff at your local area office. Any comments we receive help us plan our future services. You could also pick up a leaflet called 'Comments, suggestions & complaints about Social Work' at your local office, which explains how to comment in writing or by phone.

If we are unable to resolve your complaint to your satisfaction, you will then have the right to refer the matter by writing to:

**The Scottish Public Services Ombudsman
4 Melville Street
Edinburgh, EH3 7NS
Tel: 0800 377 7330
Email: ask@spsso.org.uk**

You must do this within 12 months of first being notified of the matters you are complaining about.

Is this leaflet useful?

We would like you to tell us if this leaflet was useful. Please complete the tear off slip overleaf and return it to us (no stamp required).

List of useful Social Work addresses

Advice & Response

126 Cowgate

Kirkintilloch

G66 1HF

Tel: 0141 775 1311

Fax: 0141 578 0051

Kirkintilloch Area Team

2 Luggiebank Road

Kirkintilloch

G66 1HF

Tel: 0141 775 2110

Fax: 0141 777 6450

Milngavie & Bearsden Area Team

38 Stewart Street

Milngavie

G62 2BW

Tel: 0141 570 2400

Fax: 0141 955 0197

Bishopbriggs Area Team

1 Balmuildy Road

Bishopbriggs

G64 3BS

Tel: 0141 772 6384

Fax: 0141 762 4677

Social Work Headquarters

William Patrick Library

2/4 West High Street

Kirkintilloch

G66 1AD

Tel: 0141 775 9000

Fax: 0141 777 6203

Is this leaflet useful?

Does it answer your questions? If you think we can improve this leaflet, why not complete the tear off strip and return it to us.

Name:

Address:
.....
.....
.....

When and where did you get this leaflet/booklet from?

.....

If you took it from a reception point, were the staff helpful?

Yes No

Was the leaflet/booklet easy to obtain?

Yes No

Was the layout of the leaflet/booklet easy to follow?

Yes No

Was the information:

Understandable? Yes No

Useful? Yes No

Please detach the form along the perforated line

Other formats

This document can be provided in large print, Braille or on audio cassette and can be translated into different community languages.

Contact the Public Affairs Unit at: East Dunbartonshire Council,
Tom Johnston House, Civic Way, Kirkintilloch G66 4TJ, tel 0141578 8000

本文件可按要求翻譯成中文，如有此需要，請電 0141 578 8152。

Gabhaidh an sgrìobhainn seo cur gu Gàidhlig ma tha sin a dhìth oirbh. Cuiribh fòin gu 0141 578 8152

अनुरोध करने पर यह दस्तावेज हिन्दी में भाषांतरित किया जा सकता है। कृपया 0141 578 8152 पर फ़ोन कीजिए।

ਇਸ ਦਸਤਾਵੇਜ਼ ਦਾ ਮੰਗ ਕਰਨ ਤੇ ਪੰਜਾਬੀ ਵਿੱਚ ਅਨੁਵਾਦ ਕੀਤਾ ਜਾ ਸਕਦਾ ਹੈ। ਕਿਰਪਾ ਕਰਕੇ 0141578 8152 ਫੋਨ ਕਰੋ।

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Social Work Headquarters
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2/4 West High Street
Kirkintilloch
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