



Service User Guide

Parkside (Aldershot & District Learning Disability) is here to try to help and support you.

We want to provide lots of different services so that there is something for everyone. **These are the services we provide:**

- 1:1 Support out in the community or at home.



- Day Services where you take part in activities with others.

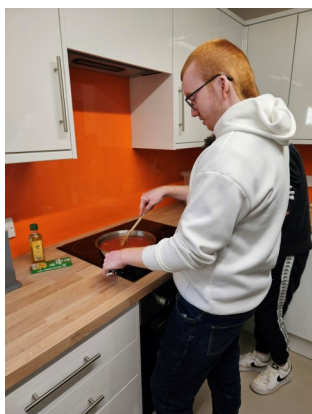
- Social Clubs where you can meet and make new friends.



- If you are under 18 years old, we have a Saturday group for you.

- You will need to pay towards attending a service , once you have chosen what is right for you.
- If you need help with any bills sent o you by Parkside or you have any questions about how much it will costs please ring the Parkside office: 01252 313103
- Our services are for anyone with a learning disability, autism, and any associated special needs.

You may want help with:



Cooking



Shopping



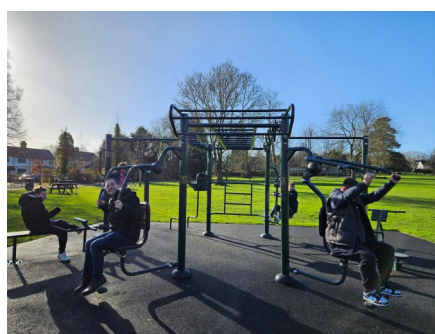
Life Skills



Socialising



Staying Safe



Health and wellbeing

- Please understand that our Parkside staff are not allowed to accept gifts from you without permission
- Our services are run from Parkside and we have a committee called The Board of Trustees who make sure everything is run well.
- **Stay Home for 48 Hours After Being Sick** If you have been sick (vomiting) or had diarrhoea, please stay at home for 2 full days after your last episode. This helps stop the illness from spreading to other people.
Remember to wash your hands with soap and water regularly, especially after using the toilet and before eating.



If you need: You can contact the Support Services Manager at Parkside call 01252 313103 You can talk to them and they will try to do something to help you.



If you want, you can tell us about the service and help you get from Parkside, we always want to hear from you.

Safeguarding:

If you are worried you can get help. You might like to talk to someone at Parkside and you can ask them to help you report the problem. If you have a concern about abuse or neglect you should report it. You can contact Adult Services call 0300 555 1386 or the Police 101. In an emergency and you feel in immediate danger you should call 999

Hampshire Safeguarding Adults Board offer more information about this subject. You can ask to see an easy read version from a member of Parkside staff.

Please ask if you are unsure about anything.

Good care?

Poor care?

Tell us now

Each year we inspect thousands of care providers

These include hospitals, care homes, home care agencies, GP and dental practices, mental health services, hospice care and community health services.

Your information helps us decide when, where and what to inspect.

Tell us about your experience.
You don't have to give us your name.

 Phone 03000 616161  Email enquiries@cqc.org.uk  Online www.cqc.org.uk/tellus

The Care Quality Commission (CQC) inspects health and adult social care services in England to make sure they provide safe, effective, compassionate, high-quality care. If a service needs to improve, we will take action to make sure this happens.

