



SERVICE USER GUIDE

1. Parkside (Aldershot and District Learning Disability) is here to try to help and support you.
2. 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.

3. You will need to pay towards attending a service you have chosen that is right for you.
4. If you need help with any bills sent to you by Parkside, or you have any questions about how much services cost, please ring the Parkside office on 01252 313103.
5. Our services are for anyone with a learning disability, autism, and any associated special needs.

You may want help with:



Cooking



Shopping



Life skills



Staying Safe



Socialising

6. Please try to understand that our support workers are not allowed to accept gifts from you without permission.
7. Our services are run from Parkside or Farnborough Library, and we have a committee called The Board of Trustees who make sure that everything runs well.
8. If you need:

Help or Information



COMPLIMENT? SUGGESTION? COMPLAINT?



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

You can contact our Support Services Manager Sarah Jones at the Parkside office on 01252 313103. Sarah will talk to you and try to do something to help you.

9. You will have been sent some information with this leaflet called our Statement of Purpose. This tells you about all our services, our compliments, comments and complaints procedure and our terms and conditions. You may need someone to help you read this and could ask a family member, a friend, an advocate, or your care manager.

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.

