

Charleston Square



Welcome!



Hi! Welcome to Charleston Square! Charleston Square is a supported accommodation in Paisley for Care Leavers. Charleston Square will help you get ready for your own tenancy. The staff that work here will help you with life skills if you need it. This is a great place to stay, you will enjoy your independence but support is there if you need it (AM, 19yrs)

16 Charleston Square is made up of 10 flats over 2 levels all with their own front door. You enter the building through a controlled entry reception area then walk straight through into the huge shared garden. From here you can see all the flats, which have a kitchen, 1 bedroom, bathroom (with a bath) and lounge.

Charleston Square Welcome Booklet



Kitchen



Lounge

Your flat will be decorated to a high standard and you will have the opportunity to choose your colour scheme. You will also be invited to spend time with us and visit your tenancy as many times as you like before you move in

Charleston Square Welcome Booklet

The Hub:

We also have a Hub that gives everyone a central space to meet. This is the heart of Charleston Square where you be welcomed and looked after when you need some TLC, a change of scenery or just some company. This space is also used by ex-residents so they – and you - always have a place to come back to.

We also have a freezer upstairs stocked with homecooked meals if you find yourself short on food – just say.

will

The cupboards are always fully stocked and you are encouraged to help yourself to drinks, snacks and can even make for others if you wish!



All we ask is you treat the place and those in it with respect 😊

The Zen Den:




A space to chill out and relax either on your own or with others. There's mood lighting, a reading corner, an aroma lamp and sounds of nature along with some musical instruments if you're interested.



What to Expect in Your First Week

Your first week is all about us getting to know each other and you getting to know the place, so you will see more of us than normal. We will knock your door daily to see you're ok, unless you come and see us first! If at any time you find this is too much or not enough, please let us know.



**Remember – we are
here to make this as
easy on you as
possible.**

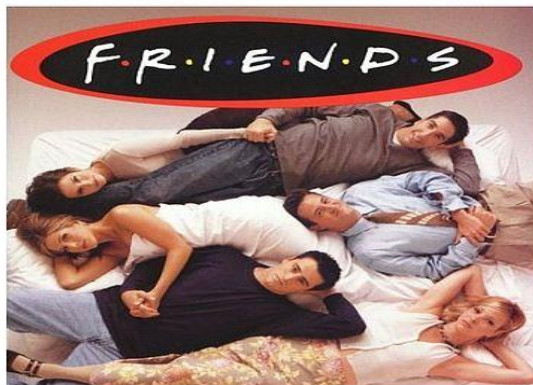
**You can contact the Hub mobile phone for general
queries on 07895364449**

Charleston Square Welcome Booklet

Guests & Visitors

We want you to enjoy the perks of having your own flat and a big part of this is having visitors. All we ask is that you;

- Sign them in at the main door
- Ensure they are respectful to others and the environment ie. *Keep noise/mess to an acceptable standard.*
- Don't have visitors past midnight (*overnight guests can be agreed through prior discussion*).





Although we appreciate that your flat is 'your' flat, part of the conditions of living at Charleston Square are that we gain access to your flat to ensure all health and safety regulations are being followed and that you are keeping your flat to an acceptable standard. If we feel you need more support around this then we can agree to give you more support to create healthy routines. A full Health & Safety inspection is also carried out every calendar month by a member of the Management Team. Prior to this inspection you will be issued with a letter to advise you that access is required.

Due to **Health & Safety and Fire Regulations** the following items are not permitted in your flat:

- Deep fat fryers
- Damaged electrical items
- Plug in heaters (unless supplied by the Renfrewshire Council)

Charleston Square Welcome Booklet

Support

Prior to you moving into Charleston Square you will be allocated a Key Team which will consist of; case manager, keyworker and a co-keyworker. This information sheet aims to explain the keywork system and answer some of the commonly asked questions regarding this.



Your allocated keyworker is:		
Your allocated co-keyworker is:		
Your allocated case manager is:		

FAQ'S

What is a keyworkers role?

To oversee your plan and be the main contact for you. All info is shared back to your key worker.

What is a keytime?

Individual time with you to discuss you and aspects of your plan.

Should I wait to see my keyworker if I have a problem?

No. Speak to any of us whenever you want – it's why we're here.

What is a co-keyworker?

Steps in when your keyworker isn't here.

Can I request a change of keyworker?

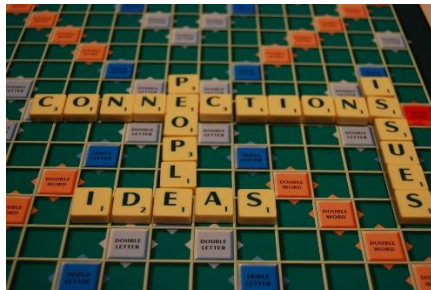
Of course. You should have a positive relationship with your keyworker to get the best out of it.

If you have any other questions you would like to ask or to be added to this sheet, please let staff know

Activities

We have a full plan of activities held mainly in the hub so there's always something to do. If you have any ideas of theme nights, cooking activities, anything really, then just say and we'll organise it.

We will have a weekly planner on display but for anything last minute, we will send you a text and invite you along.



Note: as we are an outreach service, there may be some young people visiting who don't live here.

CSQ offers a unique opportunity to get your membership with Renfrewshire Leisure where you can enjoy; exercise classes, gym, swimming and spa facilities.

Getting to Know the Local Area

The service is situated just off Neilston Road, Paisley. There is a Morrison's/Aldi Store within a 5 minute walk from the service. There is also a library, doctors and dentist all within a 10-minute walk from the service.

The local job centre and careers office is located within a 10-minute bus journey or 30-minute walk from the service.

Also, you can find Canal Street Train Station within 5 minutes' walk and Gilmour Street Train Station within 10-15 minutes' walk from CSQ.

CSQ is located close to Brodie Park and local shops cafes, supermarkets and post office.

There is also easy access to Paisley Piazza & Paisley Centre (shopping), University of the West of Scotland (Storrie Street), West College Scotland and Paisley Art Centre (New Street).



We proactively include LGBTQi people in every aspect of our service. We want everyone in our service to be safe, supported and included.

With this in mind, we will ask what pronoun you would like to be used in reference to you, such as **She/Her or **Zie/Hir**, which will be used in all future paperwork.**

FORMAL STUFF

Policies and Procedures

If you need any information on certain policies, please just ask staff who will be happy to find these for you. Otherwise all Policies and Procedures are accessible on the Renfrewshire Council website.

A copy of the Complaints Procedure is attached as an Appendix for ease of access.

Care Inspectorate Report

You can also access the Care Inspectorate report and the Health and Social Care Standards from staff or on the website:

- www.careinspectorate.com and input code: CS2005101044
- [Health and Social Care Standards: my support, my life - gov.scot \(www.gov.scot\)](http://www.gov.scot)

Appendix 1

Complaints Procedure

If you have an issue that you feel can't be resolved through discussion, we have a complaints procedure so this can be logged formally.

The 1st Stage is a Verbal complaint to a staff member. If you are not happy with the outcome then will progress to a written complaint (Stage 2) with a written response from the manager. If you are not satisfied, this will move to a Stage 3 where the Service Manager will respond.

You also have the right to contact the Care Inspectorate at any time;

Care Inspectorate Officer

Andrew Nelson

Paisley Office: 0141 843 6840

4th Floor

No1 Smithhills Street

Paisley

PA1 1EB

Appendix 2



Charleston Square
0141 618 4188

Job Centre
0845 604 3719

Personal Independent Payment (PIP)
0845 712 3456

Advice Works
0300 300 1238

Renfrewshire Leisure
0300 300 0250

Women's Aid (Paisley)

0141 561 7030

Victim Support Scotland

0131 668 4486

Rape Crisis Scotland

0141 331 4180

LGBT Youth Scotland

0141 332 8372

Who Cares? Scotland

0141 887 5563

NHS 24

111

Police

101

Samaritans

08457 909 090

Breathing Space
0800 838 587

Anxiety UK
08444775774

Crisis Counselling
01418128474

Domestic Abuse 24hr help line
0800 027 1234

Drinkline
0800 7314 314

Support Websites

www.seemescotland.org.uk programme to end mental health stigma and discrimination

www.chooselife.net is dedicated to the fight against teen suicide

www.mind.org.uk We're here to make sure no one has to face a mental health problem alone.

Charleston Square Welcome Booklet

www.bereavementcare.org.uk designed to help and support people struggling to deal with bereavement.

www.samh.org.uk Operating in communities to provide a range of mental health support and services.

www.youngminds.org.uk mental health charity for children, young people and their parents

www.breathingspace.co.uk a free, confidential phone and web based service for people in Scotland experiencing low mood, depression or anxiety.

www.lifelink.org.uk wellbeing and counselling services

www.samaritans.org.uk Get in Touch About Anything That's Troubling You No Matter How Big or Small the Issue Is

www.youngscot.org/info/housing

www.scotland.shelter.org.uk

www.skillsdevelopmentscotland.co.uk



The Promise