



# Respite Welcome Pack

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## **Archway**

Archway is a parent-led local charity based in Aberdeen providing care and support to children and adults with learning disabilities and their families.

Archway was founded in Aberdeen in 1986 by a group of parents of children with learning disabilities who were looking for respite.

30 years later we are proud to continue to be a parent-led organisation ensuring that everyone using Archway has a real say in how our services are provided.

Archway provides a range of community-based services which include permanent care, residential respite breaks, holiday respite breaks, emergency respite and day activities. We currently support nearly 200 children and adults with learning disabilities and their families.

### **Archway's Journey**

Archway was established in the 1980's and was the first parent led charity in Aberdeen. At that time there was no respite provision in Aberdeen so a group of parents of children with learning disabilities got together to investigate the possibility of developing this service for their children. In 1986, after three years of hard work developing and refining their idea, Archway was formed and registered as a non-profit making company limited by guarantee with charitable status.

In 1990, working in partnership with the local authority and Langstane Housing Association, Archway opened their first service at Westburn Road in Aberdeen. This service provided permanent care for adults with learning disabilities in the main house with a purpose-built extension at the back of the property which provided the much-needed residential respite service that families were looking for.

Such was the success of the respite service 2 further respite services were built and opened at Two Mile Cross in Garthdee in 1993 and Dyce in 1996.

Our Berryden Mills service opened in 2006 providing permanent and shared care for adults with learning disabilities. Berryden replaced our service at Stevenson Court.

Over the last few years we have continued to grow and develop and in 2017 we purchased Betty's Place, a wheelchair accessible holiday home which our service users, residents and families can benefit from. In 2018 we opened our very first Archway Charity Shop and began supporting the 7till9 Club, which is a social club for adults with learning disabilities.

We are currently planning our first supported living service and hoping that this will open in 2019.

### **Archway's Vision**

#### **Statement of Purpose**

Archway's purpose is to create a network of care which supports the individual and the family, values their uniqueness, upholds their rights and respects their dignity.

## **Values**

In pursuit of this purpose, Archway will:

- Encourage individuals, families and staff to participate in decisions relating to the Service
- Place the individual and family at the centre of its work
- Provide a stimulating and safe environment
- Promote the well-being of the individual
- Strive to ensure continuity of service
- Act with openness and honesty

## **Aims**

The primary aims of Archway are:

- To provide or facilitate support for families using Archway services at all stages of our service users' development
- To work together to ensure the provision of homely residential accommodation for adults with a learning disability that offers care and consideration for their physical, emotional and social needs
- To provide homely shared and extended care to help service users and their families engaged in the transition to adult living
- To provide homely accommodation for short-break care to people of all ages with all degrees of learning disability in order to share the task of caring with their relatives

This statement is accepted by all Archway staff and reflects how we work with our service users and their families.

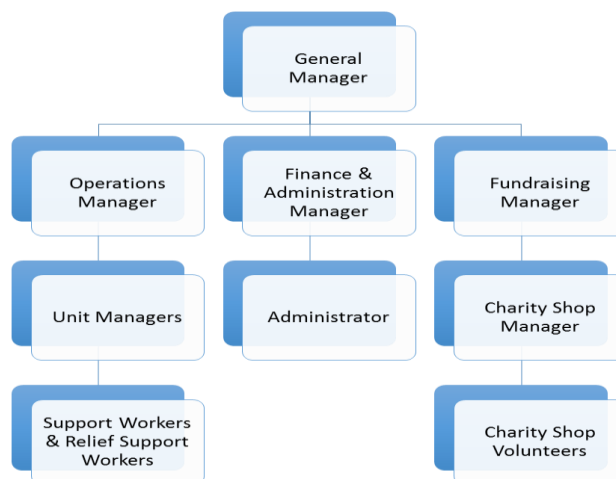
## **Objectives**

- To understand and acknowledge that all our service users are individuals with rights and responsibilities
- To promote a feeling of safety, through good basic care, and person-centred planning
- To include service users in decisions that affect their lives by encouraging them to express their opinions and ideas
- To plan activities, both in house and externally, that meet the individuals' interests
- To ensure the decoration and furnishings are homely and well maintained.
- Working in partnership with parents/carers, and other professional agencies is fundamental to our work, and of central importance to the care of our service users

## **Our Board**

Archway is governed by a Board of Directors who are the Trustees of the organisation. The Directors are appointed at the AGM by the Members of the Company. The majority of our Directors are parents of people who use our services. Archway's Directors give their time voluntarily and all come with a range of experience and expertise. The Board of Directors are responsible for the governance of the Company, ensuring that it complies with all applicable laws and regulations.

## Our Team



## Respite

### What is Respite?

Respite is when a parent/carer and the person they care for are supported to have a break from their normal routine and demands of their caring situation. Respite breaks provide positive outcomes for all those involved, these include:

- a break from day to day routines
- a chance to enjoy new experiences and meet new people
- time to rest and recharge the batteries
- opportunities to maintain friendships
- time to pursue personal interests, leisure or cultural activities
- improved health and well being
- greater independence and self confidence
- strengthened relationships
- building capacity within families and the people we support

### Information about Archway's Respite Procedures

Our residential respite services located across Aberdeen provide a safe, homely environment for children and adults with learning disabilities to come to stay which also gives their families a break from their caring role. Children and adults do not come into respite at the same time.

We offer a range of short breaks across our respite services and these are usually arranged on a regular or occasional basis throughout the year based on individual's respite allocations or budget. The respite breaks Archway can provide include:

- A weekend break - Friday to Monday
- A midweek break – Monday to Friday
- An annual holiday break
- A variety of the above

Respite breaks are usually planned on a 6-monthly basis with dates being offered in 6 monthly blocks from 1<sup>st</sup> April to the end of September and 1<sup>st</sup> October to the end of March. Compatibility with other respite users is always assessed. We will write to offer respite

dates and ask that you accept these in writing. Holiday booking requests are considered annually.

### **Referrals to Respite**

Referrals will normally be made to Archway by an individual's care manager/social worker. A referral form must be completed as part of the referral procedure and sent to the Administration Office for the attention of the Operations Manager for consideration. If further information is required or there are any queries regarding the referral this will be followed up with the relevant care manager/social worker. If the referral is accepted it will be acknowledged in writing to the person who made the referral and the person will be placed on the waiting list until a suitable space/vacancy arises.

For individuals who have their own Self-Directed Support (SDS) budget that make direct contact with Archway, a copy of their SDS assessment will be requested along with a completed referral form.

### **Referral Criteria**

Referrals will be accepted for any individual over school age, with a learning disability. A referral form must be completed and sent to Archway's Admin Office. You can request a referral form by emailing: [admin@archway.org.uk](mailto:admin@archway.org.uk).

### **Waiting List**

All suitable referrals will be placed on the waiting list. The waiting list is operated on the basis of priority of need and compatibility with existing service users.

### **Allocation of Respite Nights**

Respite users are usually allocated a certain number of nights respite per year by their Social Worker or Care Manager. Archway will then offer respite nights accordingly.

### **Respite Booking and Cancellation Procedures**



Archway have Respite Booking, Emergency Respite and Cancellation Procedures. These procedures form part of the written agreement that is signed by you, your representative and Archway prior to the service commencing. If and when these procedures are updated then Archway will advise you accordingly.

### **Emergency Respite**

At Archway all of our respite services have an allocated "emergency bed". This bed may be occupied by another respite user, however, they will have been informed that this bed is the allocated "emergency bed" and that it may be required for emergencies. In these circumstances service users and their families must be prepared for the bed to be vacated or the respite visit cancelled if an emergency occurs.

You will be advised on which respite dates are allocated in the emergency bed when respite dates are being booked.

## Archway's Respite Services

### Westburn Road – 71 Westburn Road, Aberdeen

Our Westburn Road service is located in the centre of Aberdeen, within walking distance of Westburn Park and Victoria Park. Local amenities include shops, cafés, supermarkets, a post office and chemist. There are regular buses that pass to the city centre and other local areas, as well as further afield.

71 Westburn Road is a large building set in its own grounds with Archway's Admin Office and Games Room located separately at the rear of the garden.



71 Westburn Road is divided into 2 separate services, a permanent care home for 8 adults in the “main house” which is at the front of the property and a 4-bed respite service for children and adults with learning disabilities located in a purpose-built extension located at the back of the main house. Both services have separate outside entrances but can also be accessed internally via a key coded door.

The respite service is all on the ground floor and is wheelchair accessible.



There are 4 fully furnished bedrooms all with their own sink area. One of the bedrooms has an overhead tracking hoist and an en-suite shower room. The shower room is set up that it can also be accessed by other users and be closed off from the bedroom. A shower chair is available for use in the shower room. The service also has a bathroom.

The living and dining area is open plan with access to the kitchen.

The service has a mobile snoezelen service which can be moved around from room to room.

The rear garden and patio area are located through double doors in the living area and are also accessible from the side of the building.

Westburn Road has its own wheelchair accessible mini bus.

## **Two Mile Cross - 31 Two Mile Cross, Garthdee, Aberdeen**

Our Two Mile Cross respite service is located in the Garthdee area of Aberdeen, close to the Bridge of Dee. Inchgarth Community Centre is very close by. A regular bus service runs nearby into Aberdeen city centre.

The service is all on the ground floor and is wheelchair accessible. There are 6 fully furnished bedrooms all with their own sink area. Some of our bedrooms have adjustable profiling beds.

The service has a separate bathroom with overhead tracking hoist and fully accessible jacuzzi bath. There is also a separate shower room with a shower chair and shower trolley available.

There is a large open plan living room and dining area with access to a large kitchen. The service also has a large activity room with a snoezelen area as well as a mobile snoezelen service.



Outside is a large secure garden accessible from the living room and activity room. To the front of the property there is a car park and driveway.

Two Mile Cross have a wheelchair accessible vehicle.

## **Dyce - 153 Victoria Street, Dyce, Aberdeen**

Our Dyce respite service is located just off the main road in Dyce on the outskirts of Aberdeen. It is close to various local amenities such as shops, pubs etc and is directly on a bus route. The train station is also just a short walk away.



The service is all on the ground floor and is wheelchair accessible. There are 6 fully furnished bedrooms all with their own sink area. Some of our bedrooms have been fitted with tracking hoists and have adjustable profiling beds. One



of the bedrooms has an en suite bathroom with a tracking hoist leading to an adjustable bath.

The service has a bathroom with an adjustable bath as well as a separate shower room. A shower chair and shower trolley are available.



There is a large open plan living and dining area with access to a large kitchen. The service also has a large activity room with snoezelen room.

Outside there is a fully accessible enclosed garden with a sensory area and wheelchair accessible play equipment.

Dyce also has a wheelchair accessible minibus.

### **Being Introduced to Respite - Initial Meeting/Home Visit**

Once the possibility of a respite space has been identified one of our respite managers will usually carry out an initial meeting/home visit. The purpose of this meeting is to ensure that the referral information is up-to-date and to gather any further information that may be required. Information gathered at this stage will form the basis of a care plan. This initial meeting is also an opportunity for the person being considered for respite and their parent/carer to find out more about Archway and how our respite service is provided.

On confirmation that a respite place has been accepted a written agreement will be prepared and signed and a phased process of visits will then be arranged. The first visit will usually be to come for tea, perhaps then followed by an overnight stay, gradually building up the number of nights. The first overnight stay will usually be arranged for when the respite group the respite user is joining are also staying.

Some people prefer to gradually build up to a full respite visit, others may wish to start straight away. This will be discussed and agreed individually with each service user and their parent/carers and planned accordingly.

We try to ensure that respite users come into respite with the same identified group for most of their respite breaks, this helps to develop friendships and reassures parents/carers.

When children reach the age of 16 they will be assessed as to their suitability to stay within their group. After school leaving age they will move into an adult group if they are still eligible to receive a service.

When a person starts respite it can be a worrying time for them and their parents and there will usually be lots of questions about the arrangements and how things will work – this welcome pack is intended as a guide in relation to some of the more general queries. If you

need any more detailed information or want to discuss any aspect of our respite service and/or anything to do with the person you care for then please get in touch with one of our managers. Contact details are at the end of this welcome pack.

## Arriving

On your day of arrival, you are welcome to come to stay any time after 3.30pm. This gives us time to prepare the respite service and make sure that everything is ready for each individual's stay.



## What Should I Bring to Respite with Me?



Coming to stay at respite should be like going away for a few days or going on holiday. Please make sure that you bring enough clothing, nightwear, toiletries and medication to last for your stay as well as any other items that you use on a regular basis. You should also bring in any mobility aids that you require. If you require continence products, please bring enough supply to last for your stay as we do not provide these. Bedding and towels are provided.

If possible, could you please initial the clothes that you come into respite with as this will help us ensure that you go home with everything you came in with. Unless you request otherwise all clothes will be laundered with ordinary washing powder and tumble dried/air dried before being returned home. Unfortunately, we cannot take responsibility for lost or damaged laundry items. If you have specific requirements, please discuss this with the manager.

Some people like to bring in some personal items such as CD players, CD's and DVD's, favourite toys and games, mobile phones etc. Archway cannot take responsibility for any such items however and we would recommend that you have adequate insurance cover in place for these. We also advise that you do not bring anything too valuable into the service, this is more to do with the chance of it getting broken or lost rather than a security issue.



Some people choose to bring in a mobile phone or electronic tablet. This is at your discretion however you should be aware that staff will not disclose Wi-Fi passwords and that you must not use these devices to take photographs of other respite users or staff during your respite visits.

Televisions are provided in some respite bedrooms.

You should also bring in some spending money to cover the cost of any outings and activities that you might do when you are in respite as well as any money you need for your regular day activities. It is also helpful if you bring in any concession cards that you might have for public transport, cinema and other leisure activities.



All money brought into the service is securely locked away and all transactions are recorded as per our service user finance procedure. Some people may choose and be able to look after their own money when they come into respite, again this will be securely locked away and given to the person when they wish to use it.

For health and safety reasons all our respite services are alcohol free. You are not permitted to bring in or to consume alcohol in the services. On occasion, if it is appropriate, there may

be outings to local restaurants, pubs etc where there will be alcohol, you should advise us of any requirements in this area so that we can record this in your care plan and ensure that staff are aware.

## Meals, Snacks and Drinks

We provide meals, snacks and drinks but if you require a special diet we ask that you bring any requirements with you.

## What Happens When I'm In Respite?

If you currently go to school, a Day Centre or another planned day activity this will normally continue whilst you are in respite. Transport for this should be organised by your social worker/care manager. Transport for any other activities can only be provided where possible so you must discuss this with a manager before your respite visit.



Outings and other activities are planned during your stay depending on what people choose to do. In each of our respite services there is space to relax and have quiet time and for those that like to keep busy we have activity rooms with games consoles, board games, DVDs, sensory equipment, arts and craft materials etc. You can also enjoy access to the garden, baking in the kitchen, help to make lunch or dinner, or venture out to local shops, go out for a meal or coffee, discos, pub visits, bowling, go to see a film at the cinema, theatre shows or an outing to the beach for an ice cream or other local attractions.

Each service has its own wheelchair accessible vehicle available for outings. All staff who drive these vehicles are required to undertake a relevant training course and pass a test before they are allowed to take service users out as per Archway's Company Vehicle Procedure.

## Written Agreement

You and your parent/carer will be required to sign a written agreement prior to using the service. This agreement details the service that Archway will provide and what is expected from you. The written agreement also includes consent forms which must be signed. You will receive a copy of this agreement for your information.



## Service User Personal Plans

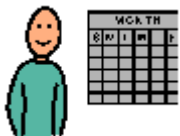
You will have a personal plan and you and your parent/carer will be involved at all stages and where appropriate, will sign to the effect that you have been consulted and have agreed with the content of all documents relating to care delivery. The personal plan will be reviewed at least six monthly.



Your outcomes will be identified and recorded in your personal plan. Should there be anything specific you or your parent/carer may wish included as a goal or outcome for example developing skills in relation to daily living or personal care then our staff will be happy to support this.

All your records are maintained in line with legislation and Archway's Procedure on the Content and Management of Service User Files.

## Annual Reviews



Reviews are carried out annually and will usually involve your keyworker, the Service Manager, yourself and your parent/carer, your Care Manager/Social Worker and other professionals who are involved in your care and support. The purpose of the review is to share information with all involved, to discuss how respite has been going, to discuss your outcomes and to ensure the Personal Plan is up-to-date.

Please remember should you or your parent/carer wish to discuss any of these matters or have any questions you do not have to wait until the review, you can contact the Service Manager at any time and they will be happy to discuss any aspect of your care and support with you.

## Keyworker System

You will be allocated a keyworker who is responsible for ensuring that your personal plan is developed and up-to-date and that information is prepared for reviews. Keyworkers may also be invited to attend reviews which take place out with Archway, for example at your School or Day Activities.

## Policies and Procedures

Archway has a comprehensive Policies and Procedures Manual in place which covers the following areas:

1. Operations
2. Health & Safety
3. Human Resources

If you would like a copy of any of our Policies or Procedures, please ask a Manager or contact Archway's Administration Office.

## Confidentiality

It is Archway's Policy to recognise the right of service users to expect information relating to them to be handled sensitively and carefully. Archway is committed to respecting the confidentiality of service users and their parents/carers. All staff sign a confidentiality agreement when they commence employment.

## Service User Involvement

Archway will ensure that all service users and their parents/carers are involved and consulted with regarding all aspects of their care.

Each service has their own "Service User Involvement" Procedure which details how service users and their parents/carers are involved. If you would like to see a copy of this procedure please ask the manager.

## Emergency Contact Details

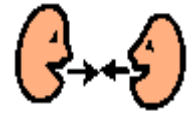


It is essential that we have up-to-date contact details for your parents/carers as well as another emergency contact person in case we can't get hold of your parents/carers. Although we will check these regularly with you to make sure they are up-to-date you should advise us of any changes as they occur.

## Communication

Before each respite visit Archway staff will usually contact your parent/carer by phone to do a pre-visit call. They will ask for a general update on how you are doing, your health and any other areas relevant to your upcoming stay. If you take any medication Archway staff will also confirm this with your parent/carer during the pre-visit call.

We can also call your parent/carer after the visit if they wish, to let them know how things have been. Your parent/carer are welcome to contact the service at any time to discuss any aspect of your care and support.



We can provide a diary to use between home and respite to pass on key information and to keep your parent/carer informed as to what has been happening whilst you have been with us, please discuss this with one of our managers.

## Medication



All medication that we receive to be administered must be prescribed by a Doctor/GP and have an up-to-date prescription label.

For each respite visit we must receive enough quantity of medication to cover the respite visit and that the medication meets Archway's Medication Procedure requirements by ensuring the following:

- All medication must be in its original packaging and have an up-to-date prescription label. The prescription label must have the name of the person whom the medication is prescribed for and detail the correct dose to be given. Medication cannot be administered to anyone other than the person who is detailed on the prescription label. This includes PRN "when required" medication, any over the counter medication and vitamins etc. Medication put into envelopes or other containers cannot be accepted. Should prescription labels become detached from the packaging/containers or not be eligible the medication cannot be used, and replacements must be sought.
- If there has been any dosage change/s and the prescription label does not correspond with the new dose, then a letter from a Doctor/GP must be provided confirming the dosage change. Amendments made by parents/carers cannot be accepted.
- PRN "when required" medication - all medication received must be prescribed and have an up-to-date prescription label therefore we cannot accept PRN "as required" medication on a regular basis without a prescription label. Staff must also be provided with clear information about the purpose of PRN medication, when it should be given, how often it can be given as well as any other relevant information. A PRN protocol should be completed detailing this information. A fax or letter from a Doctor/GP about PRN "when required" medication is only acceptable for a one-off situation.
- Medication must be in date according to the expiry date on the packaging.
- The expiry date/batch number on any inner blister strips should correspond with the expiry date/batch number on the outside packaging. Medication blister strips should also be intact so that the medication name and dose can be clearly identified and checked against the prescription label and that the expiry date can also be checked. If there any discrepancies between the blister strips and the outer box these must be followed up. Advice has been provided by a pharmacist that if it is not possible to check

batch numbers and expiry date because they have been cut off the strips then as long as the name and dose of the medication corresponds with the prescription label and the label has been printed within 56 days then it is ok to administer.

If any of the above requirements are not met, then staff cannot administer the medication. This may result in the respite visit having to be cancelled.

A system of checking and recording what medication comes into the service is in place as well as a daily check to ensure medication has been administered.

During respite stays service users will normally retain their own GP and medical services. Out of hours we would contact NHS 24.

### **What Happens if I am Unwell Before Coming in to Respite or During my Respite Stay?**

If you are unwell within 48 hours of being due to come into respite, then your visit should be cancelled. You should not come into respite unless you have been well for 48 hours prior to coming in.



If you become unwell during a respite visit, then your parent/carer or emergency contact person (if the parent/carer is unavailable) will be contacted to take you home. Should immediate medical advice or support be required then staff would either contact your GP, NHS 24 or Emergency Services. This information would then be shared with your parent/carer or emergency contact person (if the parent/carer is unavailable).

### **Staff**

Throughout the day you should expect to see 2 or 3 staff on duty depending on which respite service you are staying in. During the night each service has a waking night member of staff and a sleep-over member of staff to assist when necessary. Each service is managed by a unit manager who is mainly supernumerary to the staff rota.



While we appreciate the importance of continuity, there will be times when we require additional staff to cover sickness and holidays. In this case we try to cover the shift by using our own relief staff but sometimes we also use agency staff.

All Archway staff complete a comprehensive induction when they start in their post. There is also a mandatory training programme that staff must also complete which includes: Health and Safety, Medication, Fire Safety, First Aid, Moving and Handling, Infection Control, Epilepsy Awareness and Food Hygiene. Staff also complete relevant social care qualifications.

All Archway care staff and managers must also register with the SSSC (Scottish Social Services Council (SSSC)). The SSSC is the regulator for the social service workforce in Scotland, they register workers and set standards that all employers and workers must follow. For more information see [www.sssc.uk.com](http://www.sssc.uk.com).

All staff receive regular support and supervision sessions with their line manager.



Our staff are registered with the SSSC

[Find out what this means here](#)

## Going Home



You should be collected any time before 11am on the day that you are due to go home.

Should there be an occasion when the usual person who usually collects you cannot do so it is important that they contact the service beforehand to let them know who will be collecting you.

## Transport Arrangements

Archway doesn't provide transport for you travelling to and from your day activity or school, therefore it is important that you let the appropriate person know of any changes to your usual transport arrangements as soon as you have accepted any respite dates.



## Leaving the Service

If the time has come for you to move on from the service or you decide that you no longer require the service, please discuss this with the Unit Manager who will advise and support you with this process.

## Service Closure

You should be aware that in the event of certain situations and emergencies the service may have to close. A Contingency Plan is in place should such situations arise. It may be necessary on such occasions for us to contact your parent/carer to arrange for you to return home or to cancel a planned visit.

## Care Inspectorate

All our services are registered with the Care Inspectorate. They visit regularly and carry out inspections based on quality themes and statements. Services are then given grades based on the findings at each inspection. Inspection reports are available in each service as well as on the Care Inspectorate's website - [www.careinspectorate.com](http://www.careinspectorate.com)

## Visitors



Parents, family members and friends are always welcome to visit you in the service. We suggest that they phone first to ensure that the time of their visit is suitable for you.

Whilst we want to maintain a relaxed and welcoming home environment there are responsibilities placed upon us in the interests of the well-being of us all. Therefore, if people are visiting, we ask them to co-operate by signing the visitor's book when they come into the building and again when they leave. Not only does this assist us and emergency services in case of an emergency, but in following up matters such as infection, if the need arose.

For security, we may ask for proof of identity of any unrecognised visitor before allowing them access to our premises.

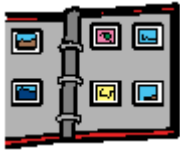
If any visitors are involved in an accident whilst they are in the service, we ask that they please notify a member of staff immediately who will then take the appropriate action.

Children coming into any of our premises must be supervised by the adult who has accompanied them into the service.

## No Smoking Policy

We operate a no-smoking policy within our services and on our vehicles. There is a designated area outside the building for our service users who may wish to smoke.

## Photographs & Publicity



From time to time we may take photographs of the various activities that take place both in and out with the service. As well as to remind us of the good times these may be used for organisational purposes such as fundraising. We will ask you to sign a consent form if you are agreeable to this.

## Feedback

Archway welcomes any comments, concerns, complaints or suggestions from individuals and their parents/carers. Please do not hesitate to contact a member of staff should you wish to do so. The Service Manager or Operations Manager is also available should you wish to speak to them. If you would like a copy of our Feedback Leaflet and/or our Complaints Procedure please ask a member of staff.

## Thank You for Reading this Information



We hope this booklet has been useful to you and your parent/carer any suggestions or comments on its contents are most welcome.

## Archway Website, News and Information

To keep up-to-date with Archway news and information you can visit our website [www.archway.org.uk](http://www.archway.org.uk) and like and follow our social media pages.



[www.facebook.com/archwayaberdeen](http://www.facebook.com/archwayaberdeen)



[www.twitter.com/ArchwayAberdeen](http://www.twitter.com/ArchwayAberdeen)



[www.instagram.com/archwayaberdeen](http://www.instagram.com/archwayaberdeen)



[www.linkedin.com/company/archwayaberdeen/](http://www.linkedin.com/company/archwayaberdeen/)

## Charity Shop Facebook Page



[www.facebook.com/ArchwayCharityShopAberdeen](http://www.facebook.com/ArchwayCharityShopAberdeen)

## 7till9 Club



[www.facebook.com/7till9ClubAberdeen](http://www.facebook.com/7till9ClubAberdeen)



## Contact Details:

### Archway Admin Office

71 Westburn Road  
Aberdeen  
AB25 2SH  
Tel: 01224 643327  
[admin@archway.org.uk](mailto:admin@archway.org.uk)

### Westburn Road

71 Westburn Road, Aberdeen AB25 2SH  
Tel: 01224 625595  
[wr.manager@archway.org.uk](mailto:wr.manager@archway.org.uk)



### Two Mile Cross

31 Two Mile Cross, Aberdeen AB10 7DL  
Tel: 01224 208428  
[tmc.manager@archway.org.uk](mailto:tmc.manager@archway.org.uk)

### Dyce

153 Victoria Street, Dyce, Aberdeen AB21 7BH  
Tel: 01224 775232  
[dyce.manager@archway.org.uk](mailto:dyce.manager@archway.org.uk)

This Welcome Pack was revised and updated in October 2018

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