

# Fife Forum



**SHOPPING DELIVERY  
&  
DOMESTIC SERVICE PROVIDERS  
+  
OTHER USEFUL  
INFORMATION**

**Fife Forum is the umbrella organisation for all elderly fora and user panels in Fife, offering information advice and advocacy for older people.**

The information contained in this booklet is provided as a guide for people who may require a shopping delivery or cleaning service to assist them with their daily living.

Along with this information are details of some other organisations that may be of use to you.

This is general information to assist you only. No organisation mentioned is endorsed by Fife Forum

## **Assistance in Care Services**

**07549982245**

**Rate                    £11.00 per hour for all services**

Domestic Cleaning	£11.00 per hour
Weekly Cleaning	£11.00 per hour
Monthly Cleaning	£11.00 per hour
All Household Chores	£11.00 per hour
Shopping Delivery Service	£11.00 per shop
Prescription Collection	£11.00
Pension Collection	£11.00
Post Office Services	£11.00

Mileage charge is £0.45p per mile

### **Area Covered**

Fife wide except St Andrews

### **Disclosure Checked**

Yes

**Staff will assist with completion of the shopping lists and putting the groceries away.**

**We also provide Personal Care and Support to people in their own homes. We strive to provide Care and Support in a manner which respects the privacy, dignity and wishes of service users. *From £13.00 per hour.***

**Payment can be made by cash or cheque.**

## **Avenue Care Services**

**01764 663644**

**Rate     £14.46 per hour**

Domestic Cleaning  
Shopping Delivery  
Prescription Collection Service

### **Area Covered**

Fife wide except St Andrews

### **Disclosure Checked**

Yes

**General household duties including Laundry and Bed changing.**

**Payment by Direct Debit, Standing Order, Cash or Cheque.**

## **Busy B Services**

**01592 868589**

**Or 07496 676291**

### **Rate**

£9.00 per hour

Shopping Delivery

Prescription Collection

Pension Collection

Post Office Services.

Other services available per discussion

### **Area Covered**

Central & West Fife

### **Disclosure Checked**

Yes

**Payment by cash or direct debit**

## **Caledonian Housing Association      01382 484542**

### **Rate**

£12.00 per hour for all services

**Domestic Cleaning – Vacuuming, Dusting & Polishing  
One-off “Spring Clean”**

**Internal Windows Cleaned**

**Laundry & Ironing**

**Local Shopping**

**Collection of Prescriptions**

**Paying Bills**

£10 set up fee includes personal visit

### **Area Covered**

Newport, Tayport, Gauldry, Ladybank and Cupar

### **Disclosure Checked**

Yes

**We provide a flexible, personalised and professional service. If you would like to find out more contact our Home Help Co-ordinator for further information**

## **Carewatch** **01592 577555**

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### **Rate**

Domestic Cleaning £13.00 per hour 7am to 7pm Mon to Fri only

Personal Care/Sitting Service/ Social Visits/Escort Service  
£13.00 per hour or £8.40 per ½ hour 7am to 7pm Mon to Friday  
£14.50 per hour or £9.50 per ½ hour 7pm to 7am Mon to Friday

£15.50 per hour or £9.30 per ½ hour 7am to 7pm Sat & Sunday  
£15.50 per hour or £9.70 per ½ hour 7am to 7pm Sat & Sunday  
£26.60 per hour or £15.00 per ½ hour Public Holidays

Sleep Over Service  
£88.00 per night Monday to Friday  
£96.00 per night Saturday & Sunday

Mileage charge is £0.35p per mile.

### **Area Covered**

Fife Wide

### **Disclosure Checked**

Yes

**Shopping delivery and other services also available  
contact them direct for further information.**

## **Cleaner Connections      0800 158 8223**

### **Rate**

Domestic Cleaning – all domestic services. £9.50 per hour

### **Area Covered**

Fife Wide

### **Disclosure Checked**

Yes

**We offer a friendly and reliable domestic cleaning service and general help around the home. We assign the same housekeeper who will attend to the needs of the client at a time and day suitable.**

**Payment can be by cash, cheque or standing order.**



## **Domestic Matters**

**0790 159 5854**

### **Rate**

Domestic Cleaning	£10.00 per hour
Shopping Delivery	Not provided
Prescription Collection	Not provided
Pension Collection	Not Provided
Post Office Services	Not Provided

### **Area Covered**

Dunfermline through to Leven

### **Disclosure Checked**

Yes

**Will also provide oven cleaning and one-off cleaning service.**

## **Easy Cleaners**

**01592 323014**

### **Rate**

A range of cleaning services are available from domestic to oven cleaning. With prices from £10.00 per hour

### **Area Covered**

Fife Wide

### **Disclosure Checked**

Yes

## **Easy-Gleam Ltd**

**0794 458 496 or 07944458496**

### **Rate**

Domestic Cleaning - changing beds, ironing etc. £12.50 per hour for those aged 65 and over

### **Area Covered**

Central and West Fife

### **Disclosure Checked**

Yes

**For the full range of service please contact direct or visit the website [www.easygleam.co.uk](http://www.easygleam.co.uk).**

## **Elite Care Scotland**

**01334 472834**

### **Rate**

Only domestic service when it is combined with a personal care package.

### **Area Covered**

Fife Wide

### **Disclosure Checked**

Yes

**For a full range of services please contact direct**

## **Fife Shopping and More**

**0131 618 6515**

**Or 07941499753**

**Email: [brava937@yahoo.com](mailto:brava937@yahoo.com)**

### **Rate**

Shopping Delivery	£8.00 to £10.00 per shop
One to One outing	£15.00 for 1 <sup>st</sup> hour then £5 per ½ hour
Prescription Collection	£3.50
Pension Collection	£5.00
Paying Utilities	£5.00 per 4 week period
Cleaning	£11.00 for 1 <sup>st</sup> hour, discount for 2 <sup>nd</sup>
Bank Deposit/Withdrawals	£6.00

Grass Cutting and/or Hedge Trimming (Power Outlet required)  
£13 for 1<sup>st</sup> hour – discount for extra hours

### **Area Covered**

All areas considered.

### **Disclosure Checked**

Yes

**Payment by cash or standing order.**

**Mileage rates may apply depending on Location.**

**Contact direct for further information.**

## **Fife Shopping and Support Services 01592 653344**

### **Rate**

Shopping	£4.80 - £12.00
Shopping +Pension, Bills etc.	£6.20 - £14.40 if combined
Pension/Post Office Services	£4.80
Prescription Collection only	£4.80
Domestic Cleaning	£12.00 per hour
Bank Services	£4.80
Befriending &	
Companion Service	£10.80 + mile @40p per mile
Garden/Home Maintenance	£14.00 per hour

Discounts apply when using more than one service.

### **Area Covered**

Fife Wide except St Andrews

### **Disclosure Checked**

Yes

**Staff will assist with completion of the shopping lists and putting the groceries away.**

**Payment by cash or standing order.**

**Charity Registered. Not for profit organisation.**

**First Domestic Ltd**

**01383 736922**

**Or 0774 508 5970**

## **Rate**

Shopping Delivery	£6.00
Prescription Collection	£3.00
Pension Collection	£3.00
Post Office Services	£3.00
Domestic Cleaning	£10.00 per hour

## **Area Covered**

Ballingry, Dunfermline & Oakley

## **Disclosure Checked**

**Yes**

**Service available 24 hours 7 days a week contact direct for any additional information**

## **Guardian Peace of Mind Services 07462237437**

### **Rate**

Shopping Delivery Service £14.00 per hour

Cleaning, cooking, property maintenance, decorating, gardening, DIY & companionship £14.00 per hour.

### **Area Covered**

Dunfermline and surrounding area.

### **Disclosure Checked**

Yes

Payment is by direct debit.

**Got it Covered** **01383 419877**  
**Or 07581367278**

### **Rate**

Domestic Cleaning – Dusting, Hoovering, Cleaning inside of windows, Kitchen and Bathrooms cleaned, all general cleaning duties £11.50 per hour

### **Area Covered**

West Fife

### **Disclosure Checked**

Yes

Payment by cheque or standing order.

## **Handy Helper – KM Fife Ltd      01592 745910**

### **Rate**

Shopping Delivery	£8.00 per shop
Prescription Collection	£2.50
Pension Collection	£3.00
Post Office Services	£2.00
Cleaning	£11.00 per hour

### **Area Covered**

Glenrothes & Wider Area

### **Disclosure Checked**

Yes

**Staff will assist with putting the groceries away.**

**Gardening service also available, contact direct for further information.**

**Payment by cash, cheque or BACS transfer.**

**J & M Domestic Cleaning Services      07708484286**  
**or 07724862242**

**Rate**

Shopping Delivery	£5.00 per hour
Prescription Collection	£5.00
Pension Collection	£5.00
Post Office Services	£5.00
Domestic Cleaning	£12.00 per hour
Oven Cleaning	£30.00 per hour

**Area Covered**

Kelty, Dunfermline, Cowdenbeath, Crossgates, Rosyth,  
Inverkeithing and Dalgety Bay

**Disclosure Checked**

Yes

**Staff will assist with putting the groceries away.**

**Range of other services available e.g. curtain changing,  
ironing, one of clean etc. Contact direct for further  
information.**

**Payment by cash, cheque or Bank transfer.**



**Karen's Chores                      01383 831103**

**Rate**

Domestic Cleaning   £10.50 per hour

**Area Covered**

Kelty, Cowdenbeath and Dunfermline

**Disclosure Checked**

Yes

**Clients must supply their own cleaning materials**

**Kenylink Services Ltd            01592 651650 or 07846032164**

**Rate**

Cleaning                      £14.56 per hour

**Area Covered**

East, West and Central

**Disclosure Checked**

Yes

**Contact direct for further information**

## **KD Cleaning Services    07759 771 508**

### **Rate**

Domestic Cleaning   £10.50 per hour

### **Area Covered**

Dunfermline and surrounding areas and up to Glenrothes

### **Disclosure Checked**

No

**Contact direct for any further information**

**Like2Care Limited                      01592 650530 (weekdays)**

**Rate**

Personal Care in your home Monday-Sunday	£16.00 per hour
Domestic Cleaning	£11.00 per hour
Escort into the Community	£12.00 per hour
Prescription Collecting Service	£4.00 + mileage £0.40 per mile
Post Office Services	£4.00 + mileage £0.40 per mile

**Area Covered**

Fife Wide

**Disclosure Checked**

Yes

**All our staff have undertaken training including Good Communication, Administration of Medication, Equality and Diversity Awareness and Palliative Care. Our staff are friendly, experienced and reliable and always ready to help.**

**Monthly payment by cheque, standing order or banks transfer.**

**Maid for You** 01383 829 523 or 07843085835

**01383 829 523 or 07843085835**

## Rate

## Domestic Cleaning

£12.00 per hour

## Area Covered

## West Fife

## Disclosure Checked

Yes - Basic

**Contact direct for any further information.**

### Payment by cash or bank transfer

## Oran Homecare Ltd

**01334 652987**

## Rate

## Shopping Delivery

£15.00 per hour

## Domestic Cleaning + shopping

£15.00 per hour

## Pension Collection

Not given

## Post Office Service

Not Given

## Area Covered

## Fife Wide

## Disclosure Checked

Yes

**Mileage rates may apply for outlying clients.**

## **Paramount Care Agency                      01592 266711**

### **Rate**

Shopping Delivery    £16.50 per hour if receiving care from them  
Pension Collection    £4.00 if receiving care from them  
Post Office Services   £4.00 if receiving care from them  
Domestic Services    £16.50 per hour if receiving care from them  
Personal Care           £14.75 per hour (Mon – Fri)  
Personal Care           £21.00 per hour (Sat-Sun)  
Public Holidays – please contact direct for cost

### **Area Covered**

Burntisland, Dalgety Bay, Glenrothes, Kinghorn, Kirkcaldy & Leslie

### **Disclosure Checked**

Yes

### **Contact direct for further information**

**Shine Time Cleaning**      **01592 569851**  
**Or 0759 189 0766**

**Rate**

Shopping Delivery	£11.00 per hour
Prescription Collection	£11.00 (min 1 hour)
Cleaning	£11.00 per hour (min 1 hour)

A £0.20p per mile mileage charge is also payable

**Area Covered**

Central Fife

**Disclosure Checked**

Yes

**Staff will assist with completion of shopping lists, put shopping away.**

**Carpet cleaning also available.**

**Contact direct for any further information.**

## **Shopping Delivery Service**

**0751 404 2751**

### **Rate**

Shopping Delivery	£7.50	max per shop
Prescription Collection	£0.00	included with shopping
Pension Collection	£0.00	included with shopping
Post Office Services	£0.00	included with shopping

### **Area Covered**

East Fife

### **Disclosure Checked**

Previous enhanced disclosure

**Payment by cash on the day.**

## **Spotless Team**

**07989 3011521**

### **Area Covered**

St Andrews to Tayport & Crail and Anstruther

### **Rate**

£11.50 per hour is using your materials

£14.50 per hour if supplying materials

Washing and shopping service can also be provided.

**Stacey**

**07595 312810**

**Area Covered**

Levenmouth to St Andrews

**The Good Care Group Scotland**

**0131 3413 654**

**Rate**

From £1250 per week (70 hours of care).

Provision of 24 hour live in care in your own home.

**The Good Old Fashioned  
Housekeeping Co**

**01383 320570  
or 0787 649 4384**

**Rate**

Shopping Delivery	£12.00 per shop
Prescription Collection	£6.00
Pension Collection	£6.00
Post Office Services	£6.00
Domestic Cleaning	£12.00 per hour
Discount is available if a combination of services being used.	

**Area Covered**

West Fife

**Disclosure Checked**

Yes

**Contact direct for any additional information**



**Time for You (Fife) Ltd**

**0800 695 4435**

**Rate**

Housekeeping including ironing, changing beds etc. £10.45 per hour. Will also take client out to shops, make tea etc.

**Area Covered**

St Andrews

**Disclosure Checked**

Yes

**Payment by cash on the day.**

**Upstairs Downstairs**

**01383 733719**

**Rate**

Cleaning carried out by minimum of 2 staff, they supply all material. From £24.00

**Area Covered**

North Queensferry, Dunfermline, Kelty, Cowdenbeath and Crossgates

**Disclosure Checked**

No

**Contact direct for any further information**

## **RVS Good Neighbours 01592 269654**

### **Rate**

£0.60 pence per mile to cover cost of transport.

### **Area Covered**

Fife Wide

### **Disclosure Checked**

Yes

**They will only provide a one to one escorting service to the shops.**

**Iceland Frozen Food Stores will also provide a home delivery service.**

Simply shop in store in the normal way, spend £25 or more and show your Bonus Card at the checkout. Choose a time slot for your delivery, and leave the rest to us!

### **So how does it work?**

We'll store your shopping in our freezer and chiller areas until it's ready to be delivered. Then one of our temperature controlled vans will deliver it in tip-top condition direct to your door!

Registering for Home Delivery is easy! Just ask at the checkout for a Bonus Card registration form. Once you've filled the form in with your details, hand it back to the cashier and every time you shop, we'll know exactly where to deliver your shopping.

Handy tip - look out for the Home Delivery board as you go into the store which shows available delivery times.

**On-line shopping delivery is available if you or someone you know has access to the internet from:**

**ASDA**    <http://www.asda.co.uk/corp/home.html>  
**TESCO**    <http://www.tesco.com/>

**SAINSBURY**  
<http://www.sainsburys.co.uk/shop/gb/groceries>

**There will be a delivery charge associated with these.**

**Chilled and Frozen foods can be obtained from the following:**

**Oakhouse Foods 0800 917 9338**

**Wiltshire Farm Foods 01764 655859**

The following pages list other organisations that you may find useful to you.

Name	Telephone Number	Email N° / Text Phone / Website
Advocacy for Older People in Care Homes & Community Hospitals (FF)	<b>01592 643743</b>	Specifically for older people who are either resident in a care home or who are patients in a community hospital and meeting the eligibility criteria.
Age Scotland Advice - Scottish Helpline for Older People	<b>08451 25 97 32</b>	Text phone: <b>0845 226 5851</b>
Age UK (Age Concern & Help the Aged)	<b>08458 33 07 58</b>	
Alzheimer Scotland Dementia Helpline	<b>0808 808 3000</b>	
Attendance Allowance	<b>08457 12 34 56</b>	Text phone: <b>0800 24 33 55</b> Website: <a href="http://www.direct.gov.uk/pensions">www.direct.gov.uk/pensions</a>
Blairhall Senior Citizens	<b>01383 850821</b>	
Blue Badge Renewal	<b>03451 55 00 66</b>	
British Red Cross	<b>01592 770459</b>	

Bums Off Seats - Fife Walking Initiative	<b>01592 583343</b>	Email: <a href="mailto:vivienne.mcniven@fife.gov.uk">vivienne.mcniven@fife.gov.uk</a>
Carers Line	<b>0808 808 7777</b>	
Circles Network - Professional and Independent Advocacy Service providing issue-based Individual and Collective Advocacy Support	<b>01592 753383 /753168</b>	
Citizens Advice & Rights Fife	<b>0845 1400 095</b>	
Concessionary Travel (My Fife card)	<b>03451 55 55 55 Ext 444381 01592 583370</b>	
Contact the Elderly in Scotland	<b>01505 874412</b>	

Cruse Bereavement Care Fife	<b>08456 06 64 89</b>	
Dalgety Bay Senior Citizens Club	<b>01383 823167</b>	
Deaf Communication Services - Fife Council	<b>01592 583341</b>	Minicom 01592 583265
Dental Helpline	<b>08450 63 11 88</b>	
Dial a Ride	<b>03451 55 11 88</b>	This is a free shopping service for people who have difficulty using conventional public transport. Trained staff pick up passengers from their doors who are then driven to one of a choice of Town Centre destinations. For further information on how to use this service please contact the number provided.
Disability Living Allowance	<b>08457 12 34 56</b>	Text phone: <b>0800 24 33 55</b> Website: <a href="http://www.direct.gov.uk/pensions">www.direct.gov.uk/pensions</a>
Disabilities Fife	<b>01592 203993</b>	Mobile: SMS Text 07841504318 Email: <a href="mailto:chair@disabilitiefife.org.uk">chair@disabilitiefife.org.uk</a>
East Neuk Frail Elderly	<b>01333 311837</b>	Email: <a href="mailto:enproject@btinternet.com">enproject@btinternet.com</a>

Energy Saving Scotland Advice Centre	<b>0800 710 1016</b>	Email: <a href="mailto:energyadvice@changeworks.org.uk">energyadvice@changeworks.org.uk</a>
Energywatch	<b>0800 710 1016</b>	
Fairprice Mobility Scotland	<b>01592 262045</b>	Disability Equipment (Manufacturers & Suppliers)
Fife Area Pensioners Association	<b>01592 713229</b>	
Fife Carers Centre	<b>01592 205472</b>	Email: <a href="mailto:centre@fife.carers.net">centre@fife.carers.net</a>
Fife Care & Repair	<b>01592 631661</b>	Email: <a href="mailto:careandrepair@kingdomhousing.org.uk">careandrepair@kingdomhousing.org.uk</a>
Fife Cares - Home Safety	<b>03451 551503</b>	Email: <a href="mailto:admin.fifecares@fife.gov.uk">admin.fifecares@fife.gov.uk</a>
Fife Council Money Advice	<b>01592 583123</b>	Email: <a href="mailto:money.advice@fife.gov.uk">money.advice@fife.gov.uk</a>
Fife Council Main Switchboard	<b>03451 55 0000</b>	
Fife Council Social Work Contact Centre	<b>03451 551503</b>	This is the number for all Social Work services.
Out of Hours	<b>03451 550099</b>	17.00-9.00 am Mon to Fri, all weekend and public holidays
Fife Day Care Services Ltd	<b>01592 782889</b>	Email: <a href="mailto:fifedaycare@gmail.com">fifedaycare@gmail.com</a>

Fife Footcare	<b>0800 389 6046</b>	Email: <a href="mailto:james@fifevoluntaryaction.org.uk">james@fifevoluntaryaction.org.uk</a>
Fife Forum	<b>01592 643743</b>	Email: <a href="mailto:info@fifeforum.org.uk">info@fifeforum.org.uk</a> Website: <a href="http://www.fifeforum.org.uk">www.fifeforum.org.uk</a>
Fife Pakistan Assoc		Email: <a href="mailto:fifepakistanassociation@yahoo.co.uk">fifepakistanassociation@yahoo.co.uk</a>
Fife Sensory Impairment Centre	<b>01592 644979</b>	Email: <a href="mailto:info@fsbinsight.co.uk">info@fsbinsight.co.uk</a>
Fife Shopmobility	<b>0844 3356414</b>	Glenrothes - option 1 Kirkcaldy - option 2 Dunfermline - option 3
Fife User Panels	<b>01592 643743</b>	Email: <a href="mailto:julia@fifeforum.org.uk">julia@fifeforum.org.uk</a>
FRAE Fife	<b>01592 204005</b>	Email: <a href="mailto:info@fraefife.co.uk">info@fraefife.co.uk</a> Web: <a href="http://www.fraefife.co.uk">www.fraefife.co.uk</a>
Furniture Plus Ltd	<b>01592 654546</b>	Email: <a href="mailto:enquiries@furnitureplus.org.uk">enquiries@furnitureplus.org.uk</a>
Housing Energy Management Service	<b>03451 55 55 55 Ext 473412</b>	
Local Area Coordinator's (Fife Forum)	<b>01592 643743</b>	<a href="http://www.fife-elderly-directory.org.uk">www.fife-elderly-directory.org.uk</a> An online directory of services for older people



Macmillan Cancer Support	<b>0800 500 800</b>	
Mailing Preference Service	<b>0845 703 4599</b>	
Mercury Foot Care	<b>0793 874 8554</b>	Mobile chiropody service covering West Fife
NHS 24	<b>08454 24 24 24</b>	
Pension Credit /State Pension	<b>08456 06 02 65</b>	Text phone: <b>0800 169 0133</b> Website: <a href="http://www.direct.gov.uk/pensions">www.direct.gov.uk/pensions</a>
Police Scotland	<b>101</b>	Non-Emergency calls and business Emergency calls <b>999</b>
Queen Margaret Hospital	<b>01383 722966</b>	
Ring and Ride	<b>03451 55 11 88</b>	This is a door to door service that you must call and book in advance. The bus will call at your door and will take you anywhere within the local operating area. Currently operating in: <ul style="list-style-type: none"> <li>• Kirkcaldy</li> <li>• Levenmouth (Leven/Buckhaven/Methil/ Methilhill, Kennoway, Windygates)</li> <li>• Dunfermline including Rosyth</li> <li>• Glenrothes</li> </ul>

Royal National Institute of the Blind	<b>0303 123 9999</b>	Text phone: <b>18001 0845 766 9999</b>
Scottish Fire & Rescue Service	<b>0800 0731 999</b>	Keep you and your loved ones safe from fire - get your free home fire safety visit today.  We'll help you sort out a fire escape plan and fit smoke alarms free of charge if your home requires them.
Shelterline	<b>0808 800 4444</b>	
Tax Help for Older People	<b>0845 125 9732</b>	
Tayport Old Peoples Club	<b>42 Elizabeth Street Tayport DD6 9LT</b>	
Telephone Preference Service	<b>08450 70 07 07</b>	
Tenants Improvement Grant Scheme	<b>01334 412867</b>	
Trading Standards Service - Fife Council	<b>01592 583141</b>	

U-Switch	<b>08453 45 12 96</b>	
Victoria Hospital	<b>01592 643355</b>	
Will Writing Company	<b>0844 412 0776</b>	
RVS-Good Neighbours Home Support Project	<b>01592 269654</b>	

Anyone wishing further information or assistance with the information contained or information relating to the services of Fife Forum should contact us by writing to us at the address overleaf or by calling either of the Freephone numbers given.

# Fife Forum

Office 1-2 Fraser Buildings  
Millie Street  
Kirkcaldy  
KY1 2NL

Freephone 0800 032 4595  
0800 032 4596

Email [info@fifeforum.org.uk](mailto:info@fifeforum.org.uk)

Website [www.fifeforum.org.uk](http://www.fifeforum.org.uk)

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