

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

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.

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

Rate

Shopping Delivery	£8.00 to £10.00 per shop
One to One outing	£15.00 for 1 st 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 st hour, discount for 2 nd
Bank Deposit/Withdrawals	£6.00

Grass Cutting and/or Hedge Trimming (Power Outlet required)
£13 for 1st 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.

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

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

Maid for You **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.

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

Perfect Clean

07708484286

Rate

Shopping Delivery	£6.00 per hour
Pension Collection	£6.00 per hour
Post Office Services	£6.00 per hour
Domestic Cleaning	£12.00 per hour

Area Covered

Dunfermline, 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.

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

01383 320570

Housekeeping Co

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. £11.95 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)	01592 643743	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	08451 25 97 32	Text phone: 0845 226 5851
Age UK	08458 33 07 58	
Alzheimer Scotland Dementia Helpline	0808 808 3000	
Attendance Allowance	08457 12 34 56	Text phone: 0800 24 33 55 Website: www.direct.gov.uk/pensions
Blairhall Senior Citizens	01383 850821	
Blue Badge Renewal	03451 55 00 66	
British Red Cross	01592 770459	

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

Cruse Bereavement Care Fife	08456 06 64 89	
Dalgety Bay Senior Citizens Club	01383 823167	
Deaf Communication Services - Fife Council	01592 583341	Minicom 01592 583265
Dental Helpline	08450 63 11 88	
Dial a Ride	03451 55 11 88	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	08457 12 34 56	Text phone: 0800 24 33 55 Website: www.direct.gov.uk/pensions
Disabilities Fife	01592 203993	Mobile: SMS Text 07841504318 Email: chair@disabilitiefife.org.uk
East Neuk Frail Elderly	01333 311837	Email: enproject@btinternet.com

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

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

Macmillan Cancer Support	0800 500 800	
Mailing Preference Service	0845 703 4599	
NHS 24	08454 24 24 24	
Pension Credit /State Pension	08456 06 02 65	Text phone: 0800 169 0133 Website: www.direct.gov.uk/pensions
Police Scotland	101	Non-Emergency calls and business Emergency calls 999
Queen Margaret Hospital	01383 722966	
Ring and Ride	03451 55 11 88	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"> • Kirkcaldy • Levenmouth (Leven/Buckhaven/Methil/ Methilhill, Kennoway, Windygates) • Dunfermline including Rosyth • Glenrothes

Royal National Institute of the Blind	0303 123 9999	Text phone: 18001 0845 766 9999
Scottish Fire & Rescue Service	0800 0731 999	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	0808 800 4444	
Tax Help for Older People	0845 125 9732	
Tayport Old Peoples Club	42 Elizabeth Street Tayport DD6 9LT	
Telephone Preference Service	08450 70 07 07	
Tenants Improvement Grant Scheme	01334 412867	
Trading Standards Service - Fife Council	01592 583141	

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

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

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0800 032 4596

Email info@fifeforum.org.uk

Website www.fifeforum.org.uk

Scottish Charity Number SC022596



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