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**Information Booklet**

**Privately Purchased Domestic & Support Services**

**and**

**Other Useful Information**

**Fife Forum is the umbrella organisation for Older People Action Groups in Fife; Advocacy for Older People in care & residential settings; and, Local Area Co-ordination for adults 16+ providing information, guidance & signposting**

The information contained in this booklet is provided as a guide for people who may require a privately purchased domestic and/or support service aimed with assisting their daily living.

Alongside this information are details of some other organisations that may be of value. For wider community supports you can also view our **‘Resource & Support List’** on our website.

This is general information only. No organisation mentioned is endorsed by Fife Forum and we are not linked in any way to the services mentioned.

We would advise people to utilise **Fife Trusted Traders** as the only official Trading Standards vetted trader scheme in Fife (backed by Fife Council and supported by Police Scotland) [www.trustedtrader.scot/Fife/](http://www.trustedtrader.scot/Fife/)

**Pricing structures may change so please check with the provider**

***Ageless Companions 01592 396326 or***

***07728 596126***

**Rate** £16.50 + VAT per hour

Mileage is calculated at 50p + VAT per mile which is only invoiced when client is in the car with their Companion

**Services**

Befriending/Companion Service – social outings or sit-in service

Shopping Delivery Service

Prescription Collection Service

Post Office Services

Support to appointments

**Area Covered** – Fife Wide

**Disclosure Checked** - Yes

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

Staff will assist the client in light housekeeping duties during their Companion hours.

All staff are Dementia Friends.

**All staff undertake the following training;**

Adult Protection, Health & Safety Awareness,

Infection Prevention and Control, Driving for Business,

Lone Working, First Aid Awareness,

Awareness of mental health, dementia and learning disability.

An invoice is issued every 4weeks. Payment can be made by BACS transfer, Credit/Debit card or cheque.

***Assisted Services 07549982245***

***0r 01592 775261***

**Rate**

Personal Care £25.00 per hour Monday-Friday

£30.00 per hour Saturday & Sunday

**Area Covered –** West Fife

**Disclosure Checked -** Yes

We strive to provide Care and Support in a manner which respects the privacy, dignity and wishes of service users.

Invoice will be issued.

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***Avenue Care Services 01383 326401***

**Rate** £27.00 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.

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***Bloomin’ Braw (Garden Maintenance)***

***07393 411430***

**Rate**

Jobs are completed to a high standard at reasonable prices. All services come with a smile. Call Dylan now to book your personalised and free, no obligation quotation.

**Area covered**

Bloomin’ Braw is a garden maintenance service, based in Benarty, Cowdenbeath, Kirkcaldy, Dunfermline; and anywhere in between.

**PVG Checked**

Yes, and Dylan has experience working with elderly and vulnerable people.

Payment can be made either with cash or bank transfer.

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***Blue Star St Andrews Ltd 07967025121***

|  |  |  |
| --- | --- | --- |
| ***Service*** | ***Mon – Fri*** | ***Weekend*** |
| Cleaning | £19 |  |
| Home Help/Care | £23 | £29 |
| Overnight | POA | POA |

**Area Covered**

St Andrews and surrounding area, East Neuk villages and Howe of Fife.

**Disclosure Checked -** Yes

***Connected Care Services 01592 781888 email ccsl.fife@gmail.com***

We only provide personal care packages at this time – including support to wash/shower, dress, food preparation, support with Pharmacy prepared medication.

**Rates**

Monday to Sunday £28.00 per hour

Increased rates for Bank/Public Holidays.

Fully trained professional carers.

**Disclosure Checked –** Yes

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***Constance Care 01592 577555***

**Rates Effective 01/04/24**

|  |  |  |
| --- | --- | --- |
| **Week** | **Weekend** | **Bank Holiday** |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **0700-19.00** | **19.00-07.00** | **07.00-19.00** | **19.00-0.700** | **07.00-19.00** | **19.00-07.00** |
| **Care – Per Hour** | **£25.87** | **£25.87** | **£25.87** | **£25.87** | **£51.74** | **£51.74** |
| **Care – 30 minutes** | **£13.70** | **£15.30** | **£15.30** | **£15.30** | **£27.40** | **£30.60** |
| **Care – 15 minutes** | **£6.85** | **£7.65** | **£7.65** | **£7.65** | **£13.70** | **£15.30** |

Please note;

1. The bank holiday rate applies to the 24 hours of all statutory bank holidays.
2. The above rates are exempt from VAT.
3. Private charge rates are reviewed annually and we will provide 28 days’ notice of any changes.

**Area Covered**

Glenrothes, Kirkcaldy and Levenmouth, Dalgety Bay.

**Disclosure Checked -** Yes

**Care, Social Visits, Supported Living, Cleaning**

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***Crisscross Companion 01333 279328 or***

***07580006161***

**Rate**

From £16.50 per hour.

Shopping Service, Befriending Service, will assist client to attend appointments, i.e., Hospital, Doctor, Dentist, Chiropody, Hairdressers etc. Help with menu planning.

**Area Covered**

East Neuk of Fife (Kingsbarns, Crail. Anstruther, Pittenweem, St Monans, Elie)

Mileage charged at 0.55p per mile.

**Disclosure checked –** Yes PVG

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***Fife Shopping and Support Services***

***01592 653344***

**Table of charges**

|  |  |
| --- | --- |
| **Support Service**  ***Befriending***  ***Housework***  ***Appointments*** | £18.50 per hour |
| ***Prescription collection***  ***Shopping only*** | £7.00 small  £10.00 medium  £15.00 large (for the hour service) |
| **Uplift and Removal Service** | Quotations on request |

There is a charge for mileage from home to home at 0.45p a mile and you will be required to pay for any meals or refreshments whilst out.

**Area Covered –** Fife Wide

**Disclosure Checked -** Yes

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

**Payment for service will be discussed at your initial meeting.**

**Charity Registered SC042624. Not for profit organisation.**

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***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**

Dunfermline, Carnock, Cairneyhill, Hill of Beath & Oakley

**Disclosure Checked -** Yes

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

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***The Good Care Group Scotland 0131 6039710***

**Rate**

From £1,895 per week (70 hours of care).

We offer live-in care from 42 hours up, this would be for lower care needs.

**Contact direct for any additional information.**

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***Got it Covered 07581367278***

Domestic Cleaning – Dusting, Hoovering, Cleaning inside of windows, Kitchen and Bathrooms cleaned, all general cleaning duties.

**Rate** £17.50 per hour

**Area Covered**

Cowdenbeath, Dunfermline, Rosyth, North Queensferry, Crossford & Crossgates

**Disclosure Checked -** Yes

**Payment by cheque or standing order.**

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***Guardian Peace of Mind Services***

***07462 237437***

**Rate**

Shopping Delivery Service £20.00 per hour

Cleaning, cooking, property maintenance, decorating, gardening, DIY & companionship £20.00 per hour

**Area Covered**

Dunfermline and surrounding area.

**Disclosure Checked -** Yes

**Payment is by direct debit.**

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**Home Instead West Fife & Kinross**

**01383 668866**

We are a regulated Home Care Provider. Our support services include companionship, home help and personal care. We specialise in longer duration visits of not less than one hour. We also provide live-in care.

**Area Covered**

Dunfermline, Dalgety Bay, Rosyth, Kirkcaldy, North Queensferry, Crossford, Limekilns and surrounding areas.

**Rate**

From £33.00 per hour, live-in care rate is from £1,890 per week (70 hours of care). Possible mileage charge for client outings.

Payment by cheque, direct debit or BACS, invoiced monthly.

**PVG Checked** - Yes

***Caroline Inch 07593416528***

**Rate**

£30.00 Footcare Services only.

**Area Covered**

Kirkcaldy, Dunfermline & surrounding area.

Possible mileage charge.

**Disclosure Checked –** Yes PVG

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***Jill of All Trades 07990807478***

**Rate**

Flat rate of £17.50 per hour charged. £9.00 per half hour.

**Area Covered**

North East Fife (Wormit based).

**Disclosure Checked -** Yes

Companionship or outings, shopping, meal preparation, hospital/dentist and GP appointments. Medication prompts, dog walking/pet care, storage solutions.

**Payment by cash, or bank transfer.**

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***Jolly Happy Feet 07882859479***

Nail cutting service at home.

Prices on request. Dunfermline and surrounding area.

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***Karen’s Chores 01383 831103***

**Rate**

Domestic Cleaning £15.00 per hour

**Area Covered -** Kelty, Cowdenbeath and Dunfermline

**Disclosure Checked -** Yes

**Clients must supply their own cleaning materials**

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***Keep it Clean 07474202709***

Whole home clearance and declutter service with ongoing support, if required. Hoarding declutters and support also available. Deep cleans, regular cleans, support with keeping on top of home cleaning and also including service user with managing the home

**Rate**

All declutters and deep cleans prices are provided after viewing the property. Discount always applied for pensioners.

**Payment methods** - We accept all payment methods such as bank transfer, direct debit, cash or cheque.

**Area Covered**

Fife wide (willing to go slightly out-with depending on case).

**Disclosure Checked** – Yes

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***Kenylink Services Ltd 01592 651650 or 07846032164***

**Rate**

Cleaning £22.31 per hour

**Area Covered**

Kirkcaldy and Glenrothes

**Disclosure Checked -** Yes

**Contact direct for further information**

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***Oran Homecare Ltd 01334 652987***

**Rate**

Care at Home £29.50 per hour

Social Care Visits £26.50 per hour

**Area Covered**

Fife Wide

**Disclosure Checked -** Yes

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

Staff will assist with a wide variety of activities including; personal care, support with cooking and cleaning, shopping, outings etc.

Funding may be available through SDS 2 and SDS 1 (find out more at https://www.sdsoptionsfife.org.uk)

Payment can be made using various methods.

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***Prestige Nursing and Care 01334 476262***

**Rate**

Charge per hour PP-Care Assistant

Monday – Friday £32.67 per hour

Saturday and Sunday £34.63 per hour

Public Holidays Variable

**Area Covered**

Fife Wide

**Disclosure Checked -** Yes

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

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***RVS Good Neighbours 01592 269654***

**Rate**

£5.00 for first 3 miles and £0.65 for every other 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**

***Scholars Medicare Ltd***

***(Operating from Dunfermline) 0131 467 2802 or***

***07359884245***

1. Personal care
2. Prescription collection & assistance with taking medication
3. Shopping
4. Companionship
5. Assist with household tasks
6. Short term live-in

**Area Covered**

Dunfermline, Kirkcaldy, Glenrothes, Lochgelly, Inverkeithing, Cowdenbeath, Kelty, Kincardine, Dalgety Bay, Rosyth. Other areas will depend on the hours needed to cover.

**Disclosure Checked -** Yes

**The amount charged will be inclusive and no extra charges.**

**Preferred payment method is by bank transfer.**

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

|  |  |  |
| --- | --- | --- |
| **Name** | **Telephone Number** | **Email No / Text Phone / Website** |
| Age Scotland Advice – Scottish Helpline for Older People | **0800 12 44 222** | [www.agescotland.org.uk](http://www.agescotland.org.uk)  Textphone **0845 226 5851** |
| Alzheimer Scotland Dementia Helpline | **0808 808 3000** | [www.alzscot.org](http://www.alzscot.org) |
| British Red Cross | **0344 871 11 11** | [www.redcross.org.uk](http://www.redcross.org.uk) |
| Bums Off Seats – Fife Walking Initiative | **01383 602393** | Email [bumsoffseats.projects@fife.gov.uk](mailto:bumsoffseats.projects@fife.gov.uk) |
| Carers Scotland | **0141 378 1065** | [www.carersuk.org/scotland/](http://www.carersuk.org/scotland/)  Email [advice@carersuk.org](mailto:advice@carersuk.org) |
| Circles Network – Advocacy for unpaid carers and those experiencing substance misuse issues | **01592 645360** |  |
| Citizens Advice & Rights Fife | **0345**  **140 0095** | [www.cabfife.org.uk](http://www.cabfife.org.uk)  Text Phone 07872 677904 |
| Cruse Scotland Bereavement Support | **0808 802 6161** | [www.crusescotland.org.uk](http://www.crusescotland.org.uk)  Email [info@crusescotland.org.uk](mailto:info@crusescotland.org.uk) |
| Deaf Communication Services – Fife Council | **03451**  **551503** | Text phone 01592 583340  SMS 07781 480185 (registered members)  Email [swinfo.deafcommunications@fife.gov.uk](mailto:swinfo.deafcommunications@fife.gov.uk) |
| Department of Works & Pensions |  | [www.gov.uk/browse/benefits](http://www.gov.uk/browse/benefits)  **Universal Credit:**  Tel 0800 328 5644 or Textphone 0800 328 1344  **Attendance Allowance:**  Tel 0800 731 0122  Textphone 0800 731 0317 |
| Disabilities Fife | **01592 203993** |  |
| Fairprice Mobility Scotland | **01592 652244** | [www.fairprice-mobility.co.uk](http://www.fairprice-mobility.co.uk)  Disability Equipment (Manufacturers & Suppliers) |
| Fife Bus | **03451 55 11 88** | Free locality-centred mini-bus service for people who have difficulty using conventional public transport |
| Fife Carers Centre | **01592 205472** | [www.fifecarerscentre.org](http://www.fifecarerscentre.org)  Email [centre@fifecarers.co.uk](mailto:centre@fifecarers.co.uk) |
| Fife Care & Repair | **01592 632 592** | Email [careandrepair@kha.scot](mailto:careandrepair@kha.scot) |
| Fife Cares – Home Safety Advisers | **03451 55 15 03** | Email [admin.fifecares@fife.gov.uk](mailto:admin.fifecares@fife.gov.uk) |
| Fife Centre for Equalities | **01592 645310** | [www.centreforequalities.org.uk](http://www.centreforequalities.org.uk)  Email [info@centreforequalities.org.uk](mailto:info@centreforequalities.org.uk) |
| Fife Council Main Switchboard | **03451 550 000** |  |
| Fife Council  Social Work Contact Centre | **03451 55 15 03** | This is the number for all Social Work services |
| Fife Dental Advice Line | **01592**  **226555** |  |
| Fife Shopmobility |  | Glenrothes 01592 807102  Kirkcaldy 01592 803772  Dunfermline 01383 661455 |
| Fife Trading Standards | **0808 164 6000** | Advice Direct Scotland for Consumer Advice |
| Fife Voluntary Action | **0800 389 6046** | [www.fva.org](http://www.fva.org)  Email [info@fva.org](mailto:info@fva.org) |
| Footcare Fife | **0800 389 6046** | [www.fva.org](http://www.fva.org)  Email [footcarefife@fva.org](mailto:footcarefife@fva.org) |
| Home Energy Scotland | **0800 808 2282** | [www.homeenergyscotland.org](http://www.homeenergyscotland.org) |
| NHS 24 | **111** |  |
| Our Fife Support with the Cost of Living |  | [www.our.fife.scot/gethelp](http://www.our.fife.scot/gethelp) |
| Police Scotland | **101** | Non-Emergency call**s** and business  Emergency calls **999** |
| Queen Margaret Hospital | **01383 623623** |  |
| Reengage  (previously Contact the Elderly in Scotland) | **0800 716543** | [www.reengage.org.uk](http://www.reengage.org.uk) |
| Royal National Institute of the Blind | **0303 123 9999** | [www.rnib.org.uk](http://www.rnib.org.uk)  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 |
| Social Security Scotland | **0800 182 2222** | [www.socialsecurity.gov.scot](http://www.socialsecurity.gov.scot) |
| Seescape | **01592 644979** | For people with sight impairment |
| Shelter Scotland | **0808 303 5305** | [www.scotland.shelter.org.uk](http://www.scotland.shelter.org.uk) |
| Silverline Helpline for Older People | **0804 4 70 80 90** | [www.thesilverline.org.uk](http://www.thesilverline.org.uk) |
| Tax Help for  Older People | **01308 488066** | [www.taxvol.org.uk](http://www.taxvol.org.uk) |
| Telephone Preference Service | **0345 070 0707** | [www.tpsonline.org.uk](http://www.tpsonline.org.uk)  Email [tps@dma.org.uk](mailto:tps@dma.org.uk) |
| U-Switch | **08453 45 12 96** | [www.uswitch.com](http://www.uswitch.com) |
| Victoria Hospital  Maggie’s Fife | **01592 643355**  **01592**  **647997** | Email: fife@maggies.org |
| Voiceability Advocacy in Fife & Benefits Advocacy | **0300 303 1660** | [www.voiceability.org/in-scotland/advocacy-in-fife](http://www.voiceability.org/in-scotland/advocacy-in-fife) |

**Anyone requiring further information pertaining to the services mentioned should contact the provider directly. For assistance with the information contained or information relating to the services of**

**Fife Forum please use the contacts below:**



Office 1-2 Fraser Buildings

Millie Street

Kirkcaldy

KY1 2NL

Tel 01592 643743

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

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

**Scottish Charity Number SC022596**

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