

SERVICE USER GUIDE

1. Parkside (Aldershot and District Mencap) is here to try to help and support you.
2. We want to provide lots of different services so that there is something for everyone.

You may want to have your own support worker



Take part in activities with a group of people

Come to one of the Clubs and meet your friends



Join the Gardening Group

3. We will always try to provide a good service at a cost that you can afford to pay.
4. If you need help with any bills sent to you by Parkside, or you have any questions about how much services cost, please ring the Parkside office on 01252 313103.
5. Our services are for anyone with a learning disability.

If you would like a service, we will talk to you and let you tell us what you are looking for.

You may want help with:



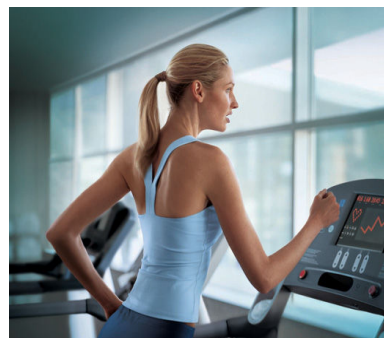
Cooking



Shopping



Going To
College



Going to
the Gym

6. Please try to understand that our support workers are not allowed to accept gifts from you without permission.

7. All of our services are run from Parkside and we have a committee called The Executive Committee who make sure that everything runs well.

8. If you need:

Help or
Information



You are not happy with
the service you get from
Parkside



You want to complain
about something



You can contact our Support Services Manager Suzanne Watkins at the Parkside office on 01252 313103. Suzanne will talk to you and try to do something to help you.

9. You will have been sent some information with this leaflet called our Statement of Purpose. This tells you about all of our services, our comments and complaints procedure and our terms and conditions. You may need someone to help you read this and could ask a family member, a friend, an advocate or your care manager.