

# 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

### **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

**Disclosure Checked**

Yes

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

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

**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

**Area Covered**

North East Fife

**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**                      **0192 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.**

**Clean with Clarity**

**07710151516**

**Or 07935274312**

**Rate**

Domestic Cleaning	£10 per hour
Carpet Cleaning	from £15.00

**Area Covered**

Glenrothes & Kirkcaldy

**Disclosure Checked**

Yes

Payment can be by cash, cheque, standing order or bank transfer.

**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**

Shopping Delivery Service                                      £14.96 per hour  
Domestic Cleaning combined with Shopping    £14.96 per hour  
or £13.86 per hour for 2 hours

**Area Covered**

Fife Wide

**Disclosure Checked**

Yes

For a full range of services please contact direct

**Fife Handymen**

**07843476385**

**Or 07763558690**

**Rate**

Garden & property maintenance, grass cutting, weeding, landscaping. Painting, decorating, furniture assembly, flooring and tiling. From £10 per hour or fixed quote.

**Area Covered**

Fife Wide

**Disclosure Checked**

Not Stated

Payment can be made by cash, bank transfer or cheque.

## **Life Shopping and More**

**01592 563474**

**Or 07805388297**

### **Rate**

Shopping Delivery	£8.00 to £10.00 per shop
One to One outing	£15.00 for 1 <sup>st</sup> hour then <b>£5 per ½ hour</b>
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

### **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**

**Like2Care Limited                      01592 641301 or 07588605780**

**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.**



**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.**



**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**

Fife Wide

**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.sainsbury.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 (FEF)	<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>
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>01383 441177</b>	Email: <a href="mailto:frankgibson@fife.gov.uk">frankgibson@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>01383 441177</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 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>



Disabilities Fife	<b>01592 203993</b>	Mobile: SMS Text 07841504318 Email: <a href="mailto:enquiries@disabilitiesfife.org.uk">enquiries@disabilitiesfife.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</b> Ext <b>473412</b>	
Local Area Coordinator's	<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,</li> <li>• 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)

**Scottish Charity Number SC022596**

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