

SHEEN LANE INTENSIVE DAY CARE CENTRE

INFORMATION PACK

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1. BACKGROUND

London Borough of Richmond upon Thames Adult and Community Services (ACS), the Primary Care Trust, (PCT) and the Voluntary Sector have been working together to change the way older people living in the Borough receive day services and support.

Through a range of statutory and non-statutory services older people living in Richmond can be offered more choices about how they wish to receive “daytime” support services that are appropriate to their needs and aspirations.

Sheen Lane Intensive Day Care Centre has capacity for 30 people daily

2. AIMS OF THE SERVICE

Sheen Lane Intensive Day Care Centre will benefit frail older people with physical disability / sensory impairment who are **eligible for statutory services** and:

- Are able to contribute to and benefit from a rehabilitation or enablement programme, **or**
- Are in need of recuperation in order to regain strength and skills, **or**
- Require longer-term therapy and support to enable them to maintain their level of independence, **or**
- Have carers who require a break from their caring role **or**
- Required to be in a safe and secure day time environment to sustain their ability to remain in their own home for as long as possible
- Have the opportunity of being occupied and engaged in varied activities
- Are in need of general and specific monitoring to promote health and sustain well being

3. PHILOSOPHY OF CARE

- The service will provide therapy based interventions tailored to meet the individual needs of service users as detailed in their care plan
- Each person attending the centre, (and their carers if requested by the service user) will work with the centre manager and their appointed key worker to produce a Person Centred Plan which will detail how

attending the centre will enable them to reach their goals, who needs to be involved, and how they will be involved

- Each person's cultural and social needs will be identified within the centre plan
- Therapists and/or community nurses may be involved in the delivery of the Person Centred Plans with IDC staff through 1:1 sessions, group work or staff training
- Person Centred Plans will be reviewed at agreed intervals to:
 - ⇒ Ensure that goals are being met
 - ⇒ Make any amendments to the plan
 - ⇒ Confirm whether an IDC remains the best option for the older person

4. WHO THE SERVICE IS FOR

Anyone over the age of 60 with a physical disability / sensory impairment or a high level of care needs, living in the community and having been assessed as requiring Intensive Day Care by the Care Management Team, may be considered for attendance.

5. SERVICE STANDARDS

We aim to:

- Provide service users and prospective service users with information about the purpose and nature of the services we provide, how we provide them and the standards to which we provide them to ensure that they are able to make an informed choice on whether we can meet their care needs.
- Provide responsive services that meet service users needs that are flexible in the way they meet day-to-day preferences and are reviewed regularly to ensure they continue to meet the changing needs of service users.
- Provide services that promote and maintain your independence, autonomy and choice and that are provided in a manner, which respect your lifestyle, religious and cultural needs as your privacy and dignity.
- Ensure that services are provided safely and which protect service users from discrimination, abuse, neglect or harm.

- Keep service users' personal information up-to-date. Ensure it is held securely, and that confidentiality is maintained. Information is only shared with others in order to identify care needs, or protect service users from significant harm.
- Provide the service with adequately trained and skilled staff that are supported and developed in their roles.
- Offer service users opportunities to express their views about the service they are receiving and respond efficiently and effectively to any concerns, complaints or suggestions for improvement of the service.
- Provide an effective service, which is managed in a business like manner that develops and communicates to staff the necessary policies and procedures required in delivering and monitoring a quality service.

In order to maintain these standards, we have a number of quality assurance and quality control systems in place. They seek the views of service users, carers, staff and other professional colleagues as to the quality of service being received. This allows the service to ensure its policies and procedures are being implemented to required standards

7. SERVICE PROVISION AND RANGES OF ACTIVITIES

Sheen Lane Intensive Day Centre provides the following services to clients:

- Showering (fully equipped with hoists and ceiling tracks)
- Personal Care needs addressed as required
- Chiropody (provided by the NHS, free of charge, and situated within the complex)
- Hairdressing – Tuesday and Wednesday
- Health and Well-Being / Welfare / Benefits literature in a variety of formats
- Weight Monitoring (monthly)
- Carers Group (bi-monthly)
- Service users forum (6 weekly)
- Transport to and from the centre
- Experienced and trained staff
- Named Key worker responsible for individual Centre Plan
- Breakfast
- Two course lunch with a choice of menu
- Provision of meals to meet religious or cultural requirements
- Meals can be provided for special dietary needs e.g. Diabetic, gluten free
- Refreshments throughout the day (free of charge)

- Discussion groups covering a wide range of topics from current affairs to health issues and reminiscence.
- Tailored 1:1 Therapies and Equipment Assessments in partnership and consultation with our colleagues from Community Physiotherapy.
- Group Exercises x 3 times weekly including Falls Prevention, Armchair Exercises all of the above are lead by trained tutors.
- Hairdressing available on Tuesdays and Wednesdays @ affordable prices
- Aromatherapy(weekly)
- Cookery Group.(weekly)
- Falls Prevention Group is run on a Thursday and is structured on the model being provided by the Primary Care Trust at Teddington Memorial Hospital.
- A range of tabletop activities, all designed to promote eye to hand coordination and to stimulate the mind.
- Meetings and reviews in partnership with our colleagues in care management.
- Regular outings for our users to access their local community, recent visits include, Kew gardens, Orleans House, Barnes Green Day Centre shopping trips, lunch trips to local venues.
- Quarterly user satisfaction surveys, which are invaluable in shaping future service delivery and regularly reviewing our centre plan.
- Support/Training provided for service users to individually access and navigate the Internet
- Relaxation Sessions (weekly)
- Church Service (monthly)
- Art/Craft group X1 weekly Trained tutor
- Music Appreciation (weekly)
- Conversational French (weekly)
- Skittles (Weekly)

8. FACILITIES

- All areas of the day centre are wheelchair accessible.
- We have a fully equipped kitchen, where a hot two course meal is prepared daily
- A purpose built Aids to Daily Living kitchen specifically designed to accommodate people with physical disability or sensory impairment to enable them to regain skills, which may have been lost during a long stay in hospital or for instance following a stroke
- Shower/Toilet equipped with ceiling track and hoist.

- The main office is staffed throughout the day and users are supported to access a sensory enhanced telephone as required.
- There are ample toilets, adapted to comfortably accommodate all users throughout the building.
- The main hall of the building has a loop system for users who have a hearing impairment.
- We work closely with our colleagues in the Sensory Services Team (which is located within the complex) Their showroom is available to us where we can access appropriate equipment and support to enable the service user to 'try out' and assess whether the equipment is suitable to meet their needs at home
- Within the main hall, there is a dining area and a range of seating, tables and footstools to comfortably seat all users.
- There is a conservatory which has multi purpose use e.g. exercise classes, religious services, skittles, quiz groups, discussion groups etc
- Private area for prayer
- We have a therapy room stocked with a wide range of therapy aids and adaptations.
- Private area for our aromatherapy sessions
- We have a washing machine and dryer and wide range of spare clothing should there be a need to support any user to change during the day.
- Hairdressing salon
- Private room which houses a changing bed

10. OPENING HOURS

The centre is open from 9am to 5pm, Monday to Friday and is closed on all Public/Bank Holidays

11. TRANSPORT ARRANGEMENTS

- Service users can make their own transport arrangements to and from the day centre or alternatively make use of the council's transport.
- Our transport service aims to be as flexible as possible, offering pick up either before or after 9.30 am

- The collection time for the homebound journey is currently at 3pm.

12. CHARGES & CHANGES TO SERVICE

- A Care Manager will advise Service users of any contribution towards the cost of their day care following an assessment of their finances.
- Service users that have had Self Directed Support assessment or review would purchase a place at the day centre from their Personal Budget and will be charged even if they do not attend.
- Charges for day care are exclusive of meals and refreshments, which are £3.60 for a two-course meal, and unlimited refreshments and light snacks per day, are free of charge.
- The appropriate Care Management Team must approve all requests for additional day/s. Requests related to emergencies will be dealt with within 24 hours.
- Where a person does not attend for up to 6 weeks, day centre staff will liaise with the allocated care manager or duty worker regarding the need for continued attendance or for a reassessment if the person's circumstances have changed.

15. STAFF NUMBERS/EXPERIENCE.

Total permanent staff configuration as follows:

Manager, Assistant Manager, 4 IDC Officers, Domestic and Administrator. All staff attend mandatory training courses, and as part of LBRuT's' Investors in People' programme, receive ongoing professional development and are encouraged to attend specialized training courses relevant to service delivery.

Sheen Lane Intensive Day Care Centre is also well supported by a number of colleagues from voluntary sector

COMPLIMENTS, SUGGESTIONS FOR IMPROVEMENTS TO THE SERVICE

We are committed to providing a high quality service, which meets the needs of our service users and their carers. We constantly strive to improve our services and actively welcome service users and their carers to express their views about the services they receive.

In particular, we welcome any suggestions about how our service can be improved, and will respond to any complaints you may have about the service. We will contact you from time to time but at least once a year to carry out service users and carers satisfaction survey.

Please note that you may either write to us or telephone us with your comments at any time.

COMPLAINTS PROCEDURE

Our service follows the Adult and Community Services Directorate's Complaint Policy. A copy can be provided to you on request.

16. HOW TO CONTACT US

For any further information, please contact the centre manager, Val Hawkins, 74 Sheen Lane, SW14 8LP

Email: v.hawkins@richmond.gov.uk

Telephone: 0208 8761706

Fax: 0208 8781014