



TWICKENHAM INTENSIVE DAY CARE CENTRE

INFORMATION PACK

June 2009

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BACKGROUND

London Borough of Richmond upon Thames (Adult Community Services Directorate), Richmond and Twickenham Primary Care Trust and the voluntary sector have been working together to change the way older people living in the Borough receive day care and support.

Through a range of available services, older people living in the Borough of Richmond will be offered more choice on how they wish to receive support during the day in a way that is appropriate to their needs and aspirations.

Twickenham Intensive Day Care Centre is a service run by London Borough of Richmond.

WHO THE SERVICE IS FOR

Anyone over the age of 60 with a physical disability and/or sensory impairment and a high level of care needs, living in the community and having been assessed as requiring Intensive Day Care by a Care Manager may be referred to Twickenham Intensive Day Care Centre.

There are 30 places available each day and the centre is opened Monday to Friday excluding Bank and Public Holidays.

AIMS OF THE SERVICE

Twickenham Intensive Day Care Centre will benefit older people who:-

- 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 therapeutic opportunities enabling them to maintain their level of independence, **or**
- have carers who require a break from their caring role **or**
- are 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

- are in need of general and specific monitoring to promote health and to sustain well being
- will benefit from being occupied and engaged in a range of activities

PHILOSOPHY OF CARE

- The service will provide therapy based support tailored to meet the individual needs of service users, as detailed in their support 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.
- Each person's cultural and social needs will be identified in their **Person Centred Plan**.
- Healthcare Professionals may support Intensive Day Care Centre staff in the delivery of the **Person Centred Plan**.
- **Person Centred Plans** will be reviewed at agreed intervals to ensure that goals are being met. Any necessary amendments will be made to the **Person Centred Plan** and all involved parties will be invited to participate in the review.

SERVICE STANDARDS

Twickenham Intensive Day Care Centre will:-

- provide service users and prospective service users with information about the purpose and nature of our service.
- deliver a responsive and flexible service that meets the person's needs.
- provide services that promote and maintain independence, autonomy and choice. The services will be provided in a manner, which respect lifestyle, religious and cultural needs as well as privacy and dignity.
- ensure that services are provided safely and in a way, that protects 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 other parties in accordance with the Data Protection Act 1998.

- provide a service with adequately trained and skilled staff who 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 with a view to continuously improving the service.

In order to maintain these standards, London Borough of Richmond has a number of quality assurance and quality control systems in place. They seek the views of service users, carers, staff and other professionals regarding the quality of services being delivered and ensure all policies and procedures are followed.

SERVICE PROVISION

EQUALITY & DIVERSITY

- Twickenham Intensive Day Care centre supports service users from a diverse range of cultural backgrounds.
- Our meals provider caters for individuals with any identified dietary need.
- We arrange discussion groups to give service users the opportunity to explore different ways in which people live, depending on their background and country of origin. We also provide written information in a range of languages and could arrange an interpreter if required.
- We arrange special events to celebrate festivals from countries around the world.
- Users are supported within the centre to access private areas for prayer. According to individual needs, we will facilitate service users in accessing their chosen place of worship.
- All staff have attended or are booked on corporate training, which encourages and respects equality and diversity in the workplace.

AVAILABLE SERVICES AND ACTIVITIES

- Bathing
- Chiropody (provided by the NHS)

- Hairdressing (Tuesdays & Wednesdays)
- Health / Welfare / Benefits literature and information
- Carers Group and service users' forum.
- Breakfast
- Two course lunch with a choice of menu,
- Teas, coffees and light snacks throughout the day
- Discussion groups covering a wide range of topics from current affairs to health issues and reminiscence to encourage social interaction.
- Tailored 1:1 exercise programmes in partnership and consultation with our colleagues from community physiotherapy.
- Exercise Groups, one in conjunction with Richmond Adult Community College and a range led by Intensive Day Care Officers.
- Reflexology
- Cookery groups
- A Falls Prevention Group is run weekly and is structured on the model being provided by Richmond & Twickenham Primary Care Trust at Teddington Memorial Hospital.
- A wide 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
- Weekly Bingo, which as well as being a recreational activity also serves as valuable therapy.
- Support for service users to individually access and navigate the internet.
- Each service user will have a named keyworker. This will be an Intensive Day Care Officer, who will take the lead in formulating and regularly reviewing the **Person Centred Plan**. In close consultation with the service user, the keyworker will liaise with all parties involved with their care and wellbeing. They will adopt a supportive and enabling

role to ensure the service user's needs and aspirations are met both within and outside of the Intensive Day Care Centre environment.

FACILITIES

Twickenham Intensive Day Care Centre is on two floors and offers the following facilities:-

- All areas of the day centre are wheelchair accessible.
- A lift for physically frail and wheelchair users to access facilities on the First Floor.
- A fully equipped kitchen, where a hot two course meal is prepared daily and from which hot and cold drinks and a range of snacks are provided throughout the day.
- A computer workstation specifically designated for service users with support available from trained members of staff and volunteers.
- An adapted bathroom with thermostatically controlled bath and hoisting mechanism. We also have a range of hoists and walking aids throughout the centre to support our less mobile users.
- The main office is staffed throughout the day and users are supported to access the telephone as required.
- An exercise room, in which there is a weighing machine that can be accessed by wheelchair users.
- A hairdressing salon.
- Ample male and female 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. All staff work closely with our colleagues in the Sensory Services Team to ensure that any users with a sight or hearing impairment can have access to appropriate equipment and support which will enable them to participate in a wide range of activities.
- Within the main hall, there is a range of seating, tables and footstools to comfortably seat all users.
- We have a resource room stocked with a wide range of therapy aids and activities.

- We have a training kitchen, where users are supported to prepare light meals and snacks.
- A fully equipped area to accommodate users having chiropody or dental checks.
- Washing and drying facilities and a range of spare clothing, should there be an unexpected need to support any user to change during the day.

OPENING HOURS & TRANSPORT

- The centre is open from 9am to 5pm, Monday to Friday and is closed on all Public Holidays.
- Service users can make their own transport arrangements to and from the day centre and/or make use of transport provided by London Borough of Richmond.
- Every effort will be made to modify the routing of transport to accommodate individual needs. A pick-up will be offered before or after 9.30am and collection time is currently 3pm.

CHARGES & CHANGES TO SERVICE

- Service users will be advised 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.

STAFF NUMBERS / EXPERIENCE.

Twickenham Intensive Day Centre has a Manager, an Assistant Manager and four IDC officers, Caretaker and an administrative officer.

All Staff are experienced in working along side older people with physical disabilities and/or sensory impairment and a high level of care needs. They all hold relevant NVQ qualifications along with regular, ongoing training via London Borough of Richmond upon Thames.

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 user and carer satisfaction surveys.

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.

HOW TO CONTACT US

For any further information, please contact the centre manager, Chris Martin on 020 8487 5151 or via email: c.martin@richmond.gov.uk