

STATEMENT OF PURPOSE



**AGE CONCERN DEMENTIA FRIENDLY
RESPIRE DAY CENTRE**

Address:

Age Concern – Bracknell Forest

Day Centre

25-27 World's End Hill

Bracknell

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INTRODUCTION

Who are we / what do we offer?

Age Concern Bracknell Forest provides a day centre and care service to meet the needs of older people in the local area, our centre benefits from being Dementia and Alzheimer's friendly. The charity has existed for over 50 years offering this support to our community.

The service is provided within a safe and stimulating environment that aims to give clients an enjoyable day with therapeutic and social activities as well as giving carers a break from caring.

Age Concern Bracknell Forest's day centre is a purpose-built centre. The centre has an accessible, safe, garden to the rear. It is within walking distance of the local shops and has good public transport access.

The centre has places for up to 24 clients a day, Monday to Friday. The centre provides a service that is accessible to Bracknell Forest residents (*we can accommodate neighbouring boroughs if space allows*).

The centre is decorated, furnished and maintained to a high standard. The centre consists of a large main lounge area, dining room, four toilets, laundry facilities, small kitchen, the serving kitchen, and one office. The centre has a car park adjacent which is shared with our neighbours which is large enough for families and carers who use their own transport.

The back garden is fully enclosed and safe. It has been landscaped and designed to offer pleasant seating areas with an average size lawn, a paved patio and planters and borders with colourful and fragrant shrubs. For the summer months we have tables and chairs with sunshades so that everybody can enjoy the garden whilst being protected from the sun.

Our day centre is a **non-smoking** facility.



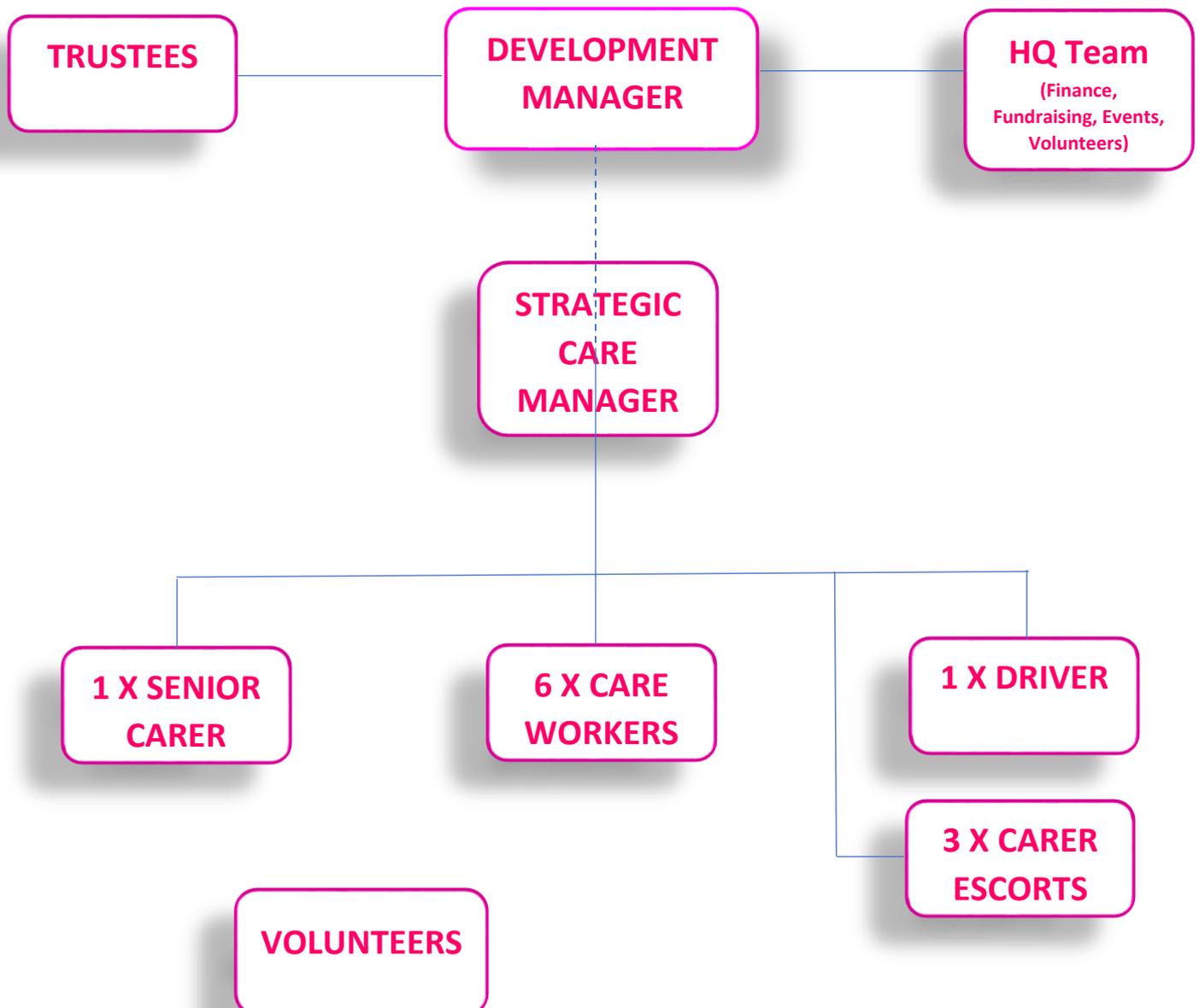
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ORGANISATIONAL STRUCTURE



STAFF QUALIFICATIONS

All staff delivering care are qualified to do so. Please find below a list of how our staffing team delivering care are qualified.

Strategic Care Manager – Qualified (*or working towards*) Health and Social Care Level 5 NVQ / QCF.

Senior Carers - Qualified to Health and Social Care Level 3 NVQ / QCF. **And have relevant training expected of non-senior carer roles.*

Carers – Below is the minimum level of training our day centre carers are trained too, many exceed these levels.

- ✓ Care Certificate
- ✓ 1-day Emergency First Aid
- ✓ Dementia care Level 2 (*vision to learn*)
- ✓ Manual Handling
- ✓ Food Safety, Level 2 (*where relevant*)
- ✓ Fire Safety – Wokingham Fire Services



STAFF RECRUITMENT

All staff are checked with the Disclosure and Barring Service (DBS) before they can start working at the centre, and every 3 years whilst working at the centre these are checked and renewed.

All staff are taken through a thorough induction programme prior to working unsupervised at the centre.



ADMISSIONS AND DISCHARGES

When a service user is referred to **Age Concern Bracknell Forest's Day Centre** and funding has been approved for attendance, we invite the service user and family to visit the centre, to discuss their needs. We inform the service user and their carers about the service we provide and give them an information pack. We then agree a start date and put this in writing.

When we are informed that a service user will no longer be attending the centre, we put this in writing and send a copy to the family with a slip attached which displays any outstanding balances, we ask that this is signed and returned. This is then stored within the clients personal file.

SERVICES PROVIDED

Age Concern Bracknell Forest's Day Centre is open **five days** a week.

The number of days a service user will attend depends upon the assessed requirements according to the individual needs. The number of days could be one to a maximum of five days per week.

The centre is open for clients from **9.00 a.m.** to **4.00 p.m.** Monday to Friday.

Age Concern Bracknell Forest offer a flexible approach and while most clients attend for a whole day, in special circumstances it will be possible to negotiate slightly different hours of attendance.

The services provided for each service user will vary according to the individual assessed need.

The following are generally available: Refreshments; including hot and cold drinks, cake, biscuits, fruit and other items throughout the day and upon request **if available*.

A two-course meal is provided around mid-day; normally a main meal and pudding.

We have use of one minibus. This is a charitable extra that isn't available all the time, and is not counted in fee's and is not a guaranteed provision. When it is in operation an escort is always in attendance to assist/supervise the clients for a safe journey. Time spent on the minibus can be lengthy and variable so our transport scheme may be unsuitable for some clients. **See Age Concern Bracknell Forest's Minibus Service Terms and conditions. Available on request.*

ACTIVITIES

A wide selection of activities are available and planned for clients to partake in, such as: - Exercise programmes - Topical stories discussions - Indoor bowling - Quizzes - Board games - Gardening - Jigsaws - Reminiscence - Relaxation - Crafts - Pampering sessions - Musical activities

Services provided by other professionals (by arrangement) are: - District Nurses - Consultant visits - Occupational therapy - Dietician - Social workers - CPN's - Continence advisors and Doctors.



AIMS AND OBJECTIVES



- To ensure a fair and non-discriminatory service is provided by adhering to agreed allocation process.
- To create and maintain a **safe and stimulating environment** for clients which is purposeful and enjoyable.
- To ensure that each service user is given the opportunity to maintain their skills, independence and well-being.
- To create a **working partnership** with carers so that their needs are recognised and acknowledged as well as those of the clients.
- To provide opportunities for clients and carers to share in decisions concerning the running of the Centre by inviting them to complete a Quality Assurance Questionnaire annually.
- To integrate with the community by developing links with both statutory and voluntary organisations to ensure an integrated package of care to all our clients.
- To promote the principles of **Equality and Diversity**, Privacy, Dignity, Respect, Fulfilment, Confidence, Independence, Decision making, Individuality and Choice in all our practices.
- To comply with the guidance in the Essential **Standards of Quality and Safety**.
- To practice a multi-disciplinary approach involving other professionals, voluntary organisations and other community resources to ensure that a comprehensive and flexible service is offered.
- Through an assessment process we will review client's progress and provide a **person-centred plan of care** and risk assessment involving relatives and clients to ensure our philosophy of partnership in care is achieved.
- An initial review is carried out within six weeks of the service user starting at the Centre in order to ensure we are meeting their individual needs. A review is then carried out every 6 months thereafter. The service user, family or manager can also request a review at any time.
- To promote a **professional and caring attitude** this will enhance their job satisfaction and afford the service user a worthwhile quality of life.
- To provide regular **eight-weekly supervisions** and employee reviews for staff to maintain a quality of work and give required support. This may include scheduling necessary training.
- To ensure that all staff have relevant skills and experience to apply these in their work and give them opportunities for identified training and development to provide or improve the skills and knowledge to **maintain the Centre's standards**, principles and legal requirements.
- To ensure policies and procedures of Age Concern are adhered to and that they are reviewed and revised regularly.
- To listen to any complaints and act upon them promptly and effectively.

- A **happy atmosphere** where staff and clients work together to achieve friendship, trust and build relationships
- Activities designed to enable a service user's day to be **stimulating and enjoyable**.
- A welcome for all our visitors, offering hospitality, respect, privacy and confidentiality at all times.
- A service which is flexible and **meets the needs of clients** and carers.
- A full programme of events organised by staff which involves clients, carers and the local community.
- A client's cultural, religious and dietary needs are recognised, respected and addressed.

CONSULTATION WITH CLIENTS AND CARERS

Age Concern Bracknell Forest's Day Centre staff value the opinions and ideas of clients and carers to ensure continuous development and improvement.

These are gained by:

- A first review after six weeks attendance and then at periodic formal reviews.
- Questionnaires
- Suggestion box
- Individual contact with families.

COMPLIMENTS, COMPLAINTS, COMMENTS

We are committed to providing a good quality and fair service, however, if any issues arise it is important that you let us know immediately. This can help us to put things right for you and everybody else who uses our services. We deal with all complaints fairly and in a timely and professional manner, in line with the statutory complaint's procedure for all Adult Social Care Departments in England.



GDPR

Clients have the right to ask to see records/information held about them.

All personal information is held in line with current GDPR regulations.



CONFIDENTIALITY

We will ensure that information on the service user will only be shared on a need-to-know basis and all personal records will be stored in a locked file/cabinet. All of the staff at **Age**

Concern Day Centre are trained on the departments Confidentiality Policy to ensure compliance.



GIFTS/BEQUESTS

Individual members of staff are not allowed to accept any gifts. If a service user or carer would like to show their appreciation this is acceptable in the form of certain items such as chocolates, biscuits and flowers which can be shared with the staff and other clients. Alternatively, a service user or carer can donate to our centre which will then be used for activities, equipment etc which will benefit all of the clients at **Age Concern Day Centre**. These are items which are not normally funded through the day-to-day costs.

PHILOSOPHY OF CARE

Age Concern Day Centre is run in a professional way with staff who have a caring, considerate attitude. They offer the very best of care in a cheerful and friendly way/manner. i.e.

- ✓ Maintaining the person's sense of well-being and promoting their individuality, promoting and maintaining skills.
- ✓ Recognising the life experience and unique biographies of individuals.
- ✓ Maintaining social networks, family, previous interests and life histories
- ✓ Seeing the **PERSON**, not the diagnosis
- ✓ Respect dignity and self-worth
- ✓ Focusing on remaining abilities, no-failure strategies
- ✓ Using affection, empathy and warmth in our work.

Our Philosophy of Care is based on the policies, procedures and values of the Department. It dictates the way in which we approach our delivery of care and adds to the way we measure ourselves against standards.

We have a person-centred approach – client’s individual needs dictating the appropriate level of care.

We maintain partnerships with other agencies to identify and maximise individual clients’ potentials.

We promote a caring and cheerful atmosphere where independence and choice are encouraged.

Age Concern Bracknell Forest’s Day Centre is a Centre where a clients’ dignity is always maintained.

We promote an environment which allows clients to be involved in the informal decisions within the Centre.



FIRE PRECAUTIONS AND ASSOCIATED EMERGENCY PROCEDURES



A comprehensive fire detection system is in place which is tested on a weekly basis.

Fire exit doors are in place to comply with Fire Regulations. These are alarmed so that all staff are aware if a service user attempts to leave the centre without appropriate accompaniment when they may then be at risk of injury or harm.

For the safety of the clients and staff, we have a coded lock system on the front door to prevent unauthorised entry to the building. Visitors need to alert reception if they need to gain access.

All doors, escapes and equipment are checked weekly to comply with legal requirements.

Staff trained as Fire Marshals are available on all shifts and unplanned fire drills are done on a regular basis.

Checking of all equipment and turning off and unplugging of electrical equipment is part of the evening lock-up procedure.



PERSONAL BELONGINGS

Age Concern Day Centre cannot accept responsibility for items belonging to clients – i.e. glasses, teeth, hearing aids and mobile phones.

Clients are advised not bring large sums of money into the centre, a maximum of £5.00 is recommended.



PRIVACY, DIGNITY, CHOICE AND SELFDETERMINATION

The privacy, dignity, choice and self –determination of our clients is of paramount importance.

Whenever possible the wishes, likes and dislikes of the clients are identified and adhered to. All services are provided in such a way as to assist the service user with decision making and respecting those decisions.

All personal care is carried out in a respectful manner in private areas. We always try to encourage the clients to be as independent as possible and maintain skills as far as possible.

Clients are spoken to in a respectful manner as adults with allowances for differing degrees of understanding and communication. Any discussion concerning personal, private needs of a service user is carried out sensitively and respectfully.

If a service user has a visit from another professional, they are invited to use our office for privacy. A member of the care team will stay with the service user if he or she wishes.





HEALTH AND SOCIAL CARE ACT 2008

At **Age Concern Day Centre** we comply with the Health and Social Care Act 2008

MENTAL CAPACITY ACT 2008

At **Age Concern Day Centre** we comply with the Mental Capacity Act 2008



SAFEGUARDING OF VULNERABLE ADULTS

At **Age Concern Day Centre** we comply with all the Safeguarding Adult Procedure Code of Practice.



AGE CONCERN DAY CENTRE,
STATEMENT OF PURPOSE – June 2019.

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