

Welcome & Information Booklet



St Regulus
6 St Andrew Street
North Berwick
East Lothian
EH39 4NU

Tel: 01620 890906

Email: info@nbdaycentre.org.uk

Web: www.nbdaycentre.org.uk

Registered with Care Inspectorate
Service No. CS2014330984

(August 2016)

1. The North Berwick Day Centre

The North Berwick Day Centre is primarily concerned with improving the quality of life for older people who live in and around North Berwick, by providing good company, super things to do and support if required. The Day Centre is located behind the High Street at the epicentre of The North Berwick community. One of the important functions is for members to make new friends and remain in touch with old ones.

Our activities will help people to learn new skills and hobbies, rediscover old ones, build confidence and have fun. In addition we will provide help, support and a nutritious home cooked 2 course meal - all of which will enable people to have a better quality of life, be more contented and remain independent in their own homes.

If you would like to improve your quality of life - or know someone who does - and think we can help, please make contact in person or by phone.

2. Who we are

The Day Centre is run by a Volunteer Management Committee and is staffed by a Co-ordinator, Assistant Co-ordinator, four Care Assistants, an Administrator, two bus drivers, two cooks and a cleaner. All of our staff and volunteers are fully trained, skilled and supported for the tasks they perform.

Working with our paid staff, we have more than forty Volunteers who are an essential part of the team and contribute hugely to the success of the Day Centre. All Staff comply with Health and Safety regulations and are checked for criminal records by Disclosure Scotland.

The Volunteer Management Committee have in place the funding and staff training to give you the best possible experience at the Day Centre.

3. Our activities and services

There are many activities at the Day Centre, where we can look after body, mind and soul! You can have a chat over a cuppa and then enjoy a tasty nutritious lunch freshly cooked in our own kitchen. We use locally sourced food for the majority of our meals which adds to the flavour and quality.

We have a variety of activities available which include a sing along or dance to live performers, gentle exercises, bowling, quizzes, use of our computer, and a range of arts and crafts.

We arrange outings to a variety of places, which include shopping trips and a selection of local walks, all of which keep body and mind active. There is a quiet room available if you need it, and should you feel nostalgic, there are reminiscence boxes, including a sporting section which will recapture those special moments.

For those with creative and artistic talents, there are woodwork, sewing and knitting opportunities and also a choir of whom we are terribly proud.

There are also painting, drawing and craft opportunities.

There is a treatment room where you can have your hair done by our visiting hairdresser and feet treated by a podiatrist for which there is a charge at very competitive rates!

We are here to help you make the best use of your time - who knows what hidden or forgotten talents you might discover - but most importantly the Day Centre is a meeting place where you can make new friends and feel you belong.

The centre has full insurance cover for contents, accidents and public indemnity.

4. Our principles and values

We are committed to providing Members, their Carers and Families, with a superb high quality service from our Staff and Volunteers. In order to do this we firmly believe that the following principles are most important:

- The right to be treated with dignity and have privacy respected.
- Everyone possesses life skills that they can use and develop further, and we look to combine these with the aspirations and hopes for making life more fulfilling, and to encourage everyone to reach their full potential regardless of age or impairment.
- The right to be a part of the community and make new friends and we will work hard to support these aims.
- To safely have as much choice and control as possible over the things that affect them in every day life.
- To feel safe in an environment where needs, values and principles are respected.

The priority is for Management, Staff and Volunteers to provide this type of service for the Members and Carers.

5. How we work with you

We will work hard with you and your carer to provide an outstanding service to help make you happier and more fulfilled. You will be encouraged to make choices about what activities you undertake, to develop new skills, interests, and to make good friends.

Every year we ask Members, Carers, Staff and Volunteers to tell us about the things we do well and what areas could be better, and use this information to improve the service.

The Day Centre is required to be registered with the Care Inspectorate. The Care Inspectorate are a Government body who visit and inspect Day Care Centres with the aim of monitoring and implementing high standards of care and organisation.

Registration number with the Care Inspectorate is CS2014330984.

For information about the Day Centre from the Care Inspectorate

☎0345 600 9527; e-mail: enquiries@careinspectorate.com

6. Where we are

The North Berwick Day Centre opened in 2005 and is situated in the centre of North Berwick. There is a large open plan space for our activities from refreshments to a sing along.

The Day Centre has a small but well designed garden which grows a variety of flowering plants, shrubs, climbers, fruit, and some vegetables for use in the kitchen. There are wooden benches and a summerhouse for relaxation.

All our services, buildings and facilities are accessible for people with different disabilities, including those with electric wheelchairs.

7. When we are open

The Day Centre is open to potential and existing members every weekday from 10am to 4pm. The Drop In Service for coffee is available between 10am and 11.30am & 1.30pm and 3pm but not over the lunchtime period, for any older people living in North Berwick.

We are closed at the weekends, Christmas Day, Boxing Day and the 1st, 2nd and 3rd of January.

There is always someone in the office between 9am and 5pm who can take phone calls. Out of office hours you can leave messages, which are checked every morning, on an answer-phone or e-mail us any time.

8. Carer Group

If you are a Carer, and would like to meet up with other Carers for a coffee and a chat, call Agnes Buntain on 01620 890052;

or 07711584549 or e-mail: agnesbuntain@gmail.com

Agnes is the Carer representative on the Management Committee.

9. Advocacy

We also have information about East Lothian Independent Advocacy Service (EARS) which supports and enables people to speak up for themselves and where they can't, it will provide an advocate to speak for them. Call Jane Goddard on 0131 478 8866
e-mail: info@ears-advocacy.org.uk

10. How to travel here

The North Berwick Day Centre address is:

St Regulus, 6 St Andrew Street,
North Berwick, EH39 4NU.

You will find us just beside the rear entrance to St Andrew Blackadder Church.

Most people who attend the Centre for the day travel by the *Day Centre bus*. The bus has a lift for wheelchairs, which can be clamped to the floor of the vehicle so there is no need to transfer from a wheelchair to a seat.

There is always a Passenger Assistant on the bus who provides help from your home for your visit to the Day Centre.

You are picked up in the morning and returned home again in the afternoon and we will let you know what time to expect us. This service is only available to those attending the Centre for the whole day.

Whether you are joining us for the day or dropping in for a cup of tea/coffee there is alternative transport organised by the *Volunteer Car Scheme*, and you can find out about them by contacting the co-ordinator Colleen Prail on 01620 894942.

You can of course make your own transport arrangements and if you are coming by *car*, there are two disabled parking spaces opposite the Day Centre and a drop off point outside the front door - although this will be occupied by the centre bus at times . Parking can be difficult at busy periods , so it would be best to use the public car parking spaces and not any nearby private parking.

11. Costs

There is a small charge of **£2-00** for coffee/tea - morning or afternoon. If you are staying for the day, there is a daily charge of **£8-00** to include refreshments, your lunch, travel on the Day Centre Bus and any in-house entertainment.

12. How can I attend the Day Centre?

Any older person can drop in for tea/coffee, and a chat between 10.00am and 11.30am & 1.30pm and 3.00pm. There are no waiting lists and no forms to complete.

If you want to join us at the Day Centre for the whole day, or if you know someone who does - for example, a relative, friend or a patient - then speak to a member of staff who will be delighted to give you more details. Anyone can make an inquiry or referral to the Day Centre, including family, friends, health practitioners, GPs, Occupational Therapists, Social Work and the Edington Hospital.

We can arrange for you to come to the centre, or visit at home to answer any queries you have.

At this meeting we will enquire about what help and support you might require, so that we can come to a decision as to whether the Day Centre is the best way to meet your needs, and if appropriate discuss with you what alternative support and facilities might be available.

You can telephone on 01620 890906 , come in personally or e-mail info@nbdaycentre.org.uk This e-mail address is for confidential information and is only accessible to the care staff Co-ordinator
For routine matters please e-mail admin@nbdaycentre.org.uk.

13. How many places are available?

There are around 18 places available daily for people who need lunch and transport to and from the centre. Some people may come once a week whilst others more often.

There is a waiting list, and it can take 3-4 weeks or longer for a place to become available.

You are eligible for a place if you are an older person who is:

- Living independently in the community
- In need of some extra help and support to stay independent
- Living in the North Berwick or local area

A meeting with a Staff member can then be arranged to discuss all aspects of the Centre.

14. What happens if I do not gain a place?

If we do not have a place for you then we can place you on our waiting list, and we may also suggest other local groups that might be suitable for you or of interest.

15. Can I smoke or bring alcohol?

We are sorry but smoking or bringing unauthorised alcohol are **not** allowed by any Members, Staff or Volunteers in the Day Centre premises, including the garden.

16. How can I become a Volunteer?

Our work at the Day Centre could not happen without our cheery band of volunteers. There are lots of ways to volunteer from chairing the Voluntary Management Committee, to cooking the lunch and a really important role is chatting with our members. Volunteers play an important part in assisting people to and from their own front door, and on and off the bus.

Every volunteer makes a real difference to our members' lives.

Whatever your experience or skills, if you are interested in volunteering please contact us by phone, the website or e-mail info@nbdaycentre.org.uk or just pop in to find out more.

FOR PEOPLE COMING TO THE DAY CENTRE

17. What happens when I start at Day Centre?

You will have a key worker allocated to look after your interests who will always be an Employee at the centre. They will create a Personal Plan which is unique to you and which will be kept in a confidential file.

Your Personal Plan sets out how you can make the most of your attendance at the Centre and includes your likes and dislikes. You may involve your carer or someone else in helping you make this plan. The plan is confidential and only you, your key worker and the staff may see it. You can change your Personal Plan at any time but your key worker will review this with you every six months.

You will be asked if you would like a copy of your personal plan.

18. What happens if I can't attend the Day Centre?

If you cannot attend for any reason, please telephone 01620 890906 as soon as possible, and preferably before 9.30am. If phoning before 9am please leave a message on our answer phone.

19. What happens if I am unable to attend the Day Centre for two weeks or more?

If you are away from the Day Centre for a few weeks, your place will be kept open for you as you pay 4 weeks in advance.

We will remain in contact with you or your family until you are ready to return. The money paid 4 weeks in advance is non-returnable.

If you wish to keep your place open beyond 4 weeks, you can pay for the next 4 weeks. If you feel you may not be able to attend for a while please let us know and we will fill your place and put your name on the waiting list

We will not take any decisions without first talking to you and your carer. If at any time the Day Centre does not meet your needs and you wish to leave, we will assist you to find an alternative that would be more suitable.

20. How do I pay?

You pay 4 weeks in advance. This money is non-refundable. Cash or cheque is accepted. Cheques should be made payable to *North Berwick Day Care Association*.

21. What happens if I am unhappy with the service I receive at the Day Centre?

We wish you to have the best possible service and experience in the Centre but if there is anything you believe we can do better, or things you would like changed, please talk to us. Your key worker and the Day Centre Coordinator will always be happy to receive feedback. A carer, family member or advocate may accompany you to any meeting.

If any problems are not resolved then there is a complaints procedure - see page 12. We take our commitment to provide the best possible service very seriously indeed, and actively welcome any constructive comments on how we can do better.

We like to hear and are delighted to be told when we are doing things well!

22. What happens when I want to leave the Day Centre?

If you are planning to leave the Day Centre for any reason, we will do our best to help you stay in contact with the friends you have made and assist with any alternative arrangements if requested.

23. Confidentiality

We value and respect your right to privacy and it is important that you feel able to speak to staff and volunteers about any worries or concerns. Any communication written or verbal will be treated as private and confidential unless you wish otherwise.

All written records which contain personal information, are confidential and are filed in locked cabinets.

Only the Care staff have keys to these cabinets which ensures that your information is safe and secure.

24. Is there anything you cannot keep confidential?

If Health Professionals, GP or Paramedics request essential medical information in an emergency, we will, with your permission, share this and only when it is in your best interests to do so.

25. Is there a difference between how volunteers and paid staff deal with my private information?

All our Staff and Volunteers receive regular training and supervision. The Volunteers do not have access to your private information.

26. Accidents and incidents.

Any accidents or incidents will be reported immediately to the Day Centre Co-ordinator, as per complaints procedure. Action will be taken to minimise any recurrence of the event.

27. Complaints / Accidents Procedure

- A complaint can be made to the Care Inspectorate at any time of the complaint process.
- Any verbal or written complaints/accidents should be reported to the Co-ordinator or Deputy immediately, or any other person listed below. Every complaint made will be fully investigated, and the complaint acknowledged within 3 working days. We will inform the complainant within 20 days, or earlier if possible, of the action to be taken (if any).
- The Complainant will be invited to a private area and the complaint heard by the Co-ordinator.
At this time, the Co-ordinator will try to resolve the problem immediately, ideally to the Complainants satisfaction.
- If the Complainant is not satisfied with the result, there will be arrangements made to meet and speak to the Chairperson of the Management Committee, who will endeavour to resolve the complaint/accident.
- If the Complainant is not satisfied with the way the Management Committee cannot deal with the complaint/accident, then they will be advised to contact the Head of Wellbeing at East Lothian Council, and/or the Care Inspectorate.
- A letter will be written at the end of the process to the Complainant, ideally to resolve the complaint/accident, or if not, to acknowledge a full discussion has taken place and appropriate action taken to avoid a repetition of the problem.

Steps to follow for complaint:-

A Complaint can be made to the Care Inspectorate at any time

Care Inspectorate
Compass House
Riverside Drive
Dundee
DD1 4NY

0345 600 9527

E-mail: enquiries@careinspectorate.com

Co-ordinator—Carol Wicker

01620 890906

E-mail: info@nbdaycentre.org.uk

Assistant Co-ordinator—Christine Charles

01620 890906

Elma Danks—Chairperson of Management Committee

01620 893115

Head of Wellbeing
East Lothian Council
John Muir House
Brewery Park
Haddington
EH41 3HA

01620 827827

E-mail: customerservices@eastlothian.gov.uk

North Berwick Day Care Association Scottish Charity Number: SC028007

