

# *Welcome & Information Booklet*



St Regulus  
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## **1. The North Berwick Day Centre**

The North Berwick Day Centre opened in 2005 and 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 on St Andrew Street, at the epicentre of the North Berwick community.

Our activities are all based on feedback from members.

We aim to enable everyone to have outings, learn new skills and hobbies, rediscover old ones, build confidence and have fun. Basically we will try to deliver whatever people would like. The Day Centre has funding to give the best possible experience.

We endeavour to help people enjoy as good a quality of life as possible, stay independent and in their own homes.

Our services, buildings and facilities are accessible for people with different disabilities.

If you or someone you know would like to have a better quality of life please contact us.

## **2. Who we are**

The Day Centre is run by a Management Committee (all volunteers) and is staffed by a Manager, Senior Care Worker, Support Service Co-ordinator, three 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 40 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.

### **3. Our activities and services**

The many activities at the Day Centre are to help 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 good flavour and quality. Some of the vegetables are grown in our own garden.

We have a variety of activities available which include a singalong or dance to live performers, creating your own music playlist, gentle exercises, bowling, quizzes, games, use of our computer, and a range of arts and crafts. There is a garden where you can grow flowers and vegetables or just relax in the summerhouse.

We arrange outings to a variety of places that people would like to go to including shopping, barge and railway trips, a selection of local walks and going on to the beach (in a beach wheelchair if needed). Anything you'd like to do to keep body and mind active.

There is a quiet room (called The Snug) available if you need it which doubles up as a treatment room for a hairdresser and podiatrist (competitive rates). 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 painting, sewing, knitting and other craft opportunities. We are very proud of our choir and anyone is welcome to join.

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.

If you fancy doing something, just ask and we will do our best to help you achieve your aim.

#### **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 members' 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 to make new friends—we will work hard to support these aims.
- To safely have as much choice and control as possible over the things that affect us all in everyday 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 feel 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 improved, and we use this information to improve the service.

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

## **6. 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 and 1.30pm and 3pm (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 and 2nd 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 at any time.

## **7. How to travel to the Day Centre**

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 that 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 please use the public car-parking spaces and not any nearby private/church parking.

### **8. Costs (April 2019)**

There is a charge of **£2** for coffee/tea - morning or afternoon. If you are staying for the day, there is a daily charge of **£10** to include refreshments, your lunch, travel on the Day Centre bus and in-house entertainment.

### **9. Who can attend the Day Centre?**

Any older person can drop in for tea/coffee, and a chat between 10.00am and 11.30am and 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 enquiry or referral to the Day Centre, including family, friends, health practitioners, GPs, Occupational Therapists, Social Workers and the Edington Hospital.

We can arrange for you to come to the Centre, or visit you 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.

## **10. 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 while others may come more often.

There is a waiting list, and it can take up to 3 to 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 North Berwick or the local area.

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

## **11. What happens if I do not gain a place?**

If we do not have a place for you then we can place your name on our waiting list. You may not have to wait too long or it could be a few weeks. We may also suggest other local groups that might be suitable for you or of interest to you.

## **12. Can I smoke or bring alcohol?**

We are sorry but smoking or bringing unauthorised alcohol is **not** allowed by any members, staff or volunteers in the Day Centre premises, including the garden.

## **13. 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 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 telephone, the website, e-mail [info@nbdaycentre.org.uk](mailto:info@nbdaycentre.org.uk) or just pop in to find out more.

#### **14. What happens when I start at the Day Centre?**

You will have a key worker allocated to look after your interests who will always be an employee at the Centre. She/he 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 time 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.

#### **15. 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 answerphone.

#### **16. 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-refundable.

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 our 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.

### **17. 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 Ltd.*

### **18. What happens if I am unhappy with the service I receive at the Day Centre?**

You can contact the Care Inspectorate at any time about the service you receive at the Day Centre or if you wish to complain.

We want you to have the best possible service and experience at 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 Manager will always be happy to receive feedback. A carer, family member or advocate may accompany you to any meeting.

There is a **complaints procedure** available from the office or any member of staff. Complaints are fully investigated.

We take our commitment to provide the best possible service very seriously indeed, and actively welcome any complaints or comments on how we can do better.

### **19. Accidents and incidents**

You can contact the Care Inspectorate at any time if you have had an accident or incident.

The Day Centre aims to provide a safe environment, but should any accident/incident occur it should be reported to the Manager immediately. The **accident procedure** is available from the office or any member of staff.

Appropriate action will be taken immediately to make sure anyone hurt gets the right treatment and to minimise risk to others. The accident will be fully investigated and actions taken to eliminate or minimise the likelihood of it happening again. The Centre has full insurance cover for contents, accidents and public indemnity.

## **20. 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.

## **21. 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.

## **22. 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.

## **23. 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 to stay in contact with the friends you have made and to assist you with any alternative arrangements if requested.

**If you have any questions or want to discuss any aspect of this booklet or the Day Centre please drop in, e-mail or telephone.**

**We are happy to help.**

## Useful Contacts

Care Inspectorate  
Compass House  
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DUNDEE  
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0345 600 9527

E-mail:  
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Health and Social  
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Volunteer Car  
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Coleen Prail



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