

**Age UK Hounslow - The Southville Vintage Club Day Provision Service v15**



**Southville Community Centre**

**Southville Road**

**Feltham**

**Middlesex**

**TW14 8AP**

**Telephone** 020 8560 6969

**Fax** 020 8560 9119

**Website** www.ageuk.org.uk/hounslow

**Email** info@ageukhounslow.org.uk

**Facebook** www.facebook.com/ageukhounslow

**Twitter** @ageukhounslow

**Instagram** ageukhounslow

**Pinterest** https://uk.pinterest.com/AgeUKHounslow

Registered Charity Number 1061681

Contents

[1. AIMS AND OBJECTIVES 4](#_Toc471380456)

[Values and Standards 4](#_Toc471380457)

[Fulfilment 4](#_Toc471380458)

[Dignity and Respect 4](#_Toc471380459)

[Independence 4](#_Toc471380460)

[Rights 4](#_Toc471380461)

[Equality and Diversity 5](#_Toc471380462)

[Choice 5](#_Toc471380463)

[Consent 5](#_Toc471380464)

[Safety 5](#_Toc471380465)

[Confidentiality 5](#_Toc471380466)

[2. APPLICATION PROCESS 5](#_Toc471380467)

[CRITERIA OF APPLICANT 6](#_Toc471380468)

[RELIGION 7](#_Toc471380469)

[3. SERVICE USERS PACK 7](#_Toc471380470)

[4. NEEDS ASSESSMENT PLAN 7](#_Toc471380471)

[5. MEDICATION 7](#_Toc471380472)

[6. MONITORING OF THE INDIVIDUAL 8](#_Toc471380473)

[7. BEHAVIOUR OF THE SERVICE USER 8](#_Toc471380474)

[8. REPORTS AND RECORDS 9](#_Toc471380475)

[9. SERVICE USERS’ OUTCOMES PLAN 9](#_Toc471380476)

[10. SERVICE USERS INVOLVEMENT 9](#_Toc471380477)

[11. SMOKING and VAPING 10](#_Toc471380478)

[12. ACTIVITIES AND EVENTS 10](#_Toc471380479)

[13. MEALS 11](#_Toc471380480)

[14. TRANSPORT 11](#_Toc471380481)

[15. SERVICES USERS’ OWN EQUIPMENT 11](#_Toc471380482)

16. RISK ASSESSMENTS………………………………………………....12

[17. COST OF SERVICE 12](#_Toc471380483)

[18. SAFEGUARDING VULNERABLE ADULTS 12](#_Toc471380484)

[19. ACCIDENT / EMERGENCY PROCEDURES 12](#_Toc471380485)

[20. COMPLAINTS 13](#_Toc471380486)

[21. SUGGESTION BOX 13](#_Toc471380487)

[22. LEAVING THE DAY PROVISION SERVICE SETTING 13](#_Toc471380488)

[23. TIMETABLE OF CURRENT ACTIVITIES 13](#_Toc471380489)

24. MANAGEMENT AND CONTROL OF OPERARIONS …………….. 14

[25. DATA PROTECTION 15](#_Toc471380491)

[26. POLICIES AND PROCEDURES 15](#_Toc471380492)

[27. MANAGEMENT OF RECORDS 15](#_Toc471380493)

[28. RECRUITMENT / INDUCTION AND TRAINING OF STAFF 15](#_Toc471380494)

[29. VOLUNTEERS 15](#_Toc471380495)

[30. PREMISES, GROUNDS, SUITABILITY AND ACCESS 15](#_Toc471380496)

[31. HEALTH & SAFETY / FIRE SAFETY 16](#_Toc471380497)

[32. FIRST AID 16](#_Toc471380498)

[33. INCIDENTS 16](#_Toc471380499)

[34. STAFF & VOLUNTEER JOB SPECIFICATIONS 16](#_Toc471380500)

[35. WEBSITE DETAILS 17](#_Toc471380502)

# 1. AIMS AND OBJECTIVES

The Age UK Hounslow Day Provision Service facility at Southville Community Centre is “a place where persons in need of prescribed services may attend for the purposes of low level day provision service where they are not provided with accommodation”; No personal care is provided and medications are not administered.

These services are targeted at persons aged 65+.

They are designed to meet the assessed needs of individuals for care, support, supervision or rehabilitation by reason of low level functional impairment, cognitive impairment, learning disability, age and frailty, family, or life circumstances.

## Values and Standards

The philosophy and practice within a day provision service setting should lead to a friendly, caring and stimulating atmosphere where service users are listened to and feel valued, their rights are upheld, their cultural and religious beliefs are respected and participation in the day provision service is a positive and beneficial experience. In order to achieve this, managers and staff working in the day provision service **must at all times** have the following values firmly embedded in their practice.

## Fulfilment

Service users are enabled and supported to lead full and purposeful lives and realise their ability and potential.

## Dignity and Respect

The uniqueness and intrinsic value of individual service users is acknowledged and each person is treated with respect.

## Independence

Service users have as much control as possible over their lives whilst being protected against unreasonable risks.

## Rights

The individual and human rights of service users are safeguarded and actively promoted within the context of services delivered.

## Equality and Diversity

Service users are treated equally, their background and culture are valued, and services provided fit within a framework of equal opportunities and anti-discriminatory practice.

## Choice

Service users are offered, wherever possible, the opportunity to select independently from a range of options based on clear and accurate information.

## Consent

Service users have a legal right to determine what happens to them and their informed, genuine and valid consent to the care and support they receive is essential.

## Safety

Service users feel as safe as possible in all aspects of their care and support, and are free from abuse, exploitation or neglect.

## Confidentiality

Service users know that information about them is managed appropriately and everyone involved in and with the day provision service setting respects confidential matters.

When these values are fully integrated into all aspects of planning, delivery and review of services, and the minimum standards are being met, the day provision service setting will be a resource that delivers the best possible outcomes for its service users.

# 2. APPLICATION PROCESS

Referrals are made via the London Borough of Hounslow, from GP’s and other health professionals as well as self-referrals and referrals from family and friends. Irrespective of the channel of communication to Age UK Hounslow the admission criteria needs to be met.

All applicants are required to have completed an Application Form (Appendix A) which is generally completed by Social Services, GP, Health Practitioner, next of kin or family members and on occasion by the individual themselves.

Age UK Hounslow (AUKH), upon receipt of the application, ensures that the criteria is met for the application process to continue.

## CRITERIA OF APPLICANT

The applicant needs to reside in the London Borough of Hounslow and if transport is required would live within the AUKH designated transport area (details available upon request). If outside this limit the applicant would need to arrange their own transport to and from the Day Provision Service. The criteria is due to time factors for collection and travelling time of the service users.

* No medications are administered by Day Provision Service staff.
* No personal care is offered
* No toileting assistance is provided (emergencies of course are assisted)
* No one with incontinence issues
* Applicants with high level medical / mental needs assessment are not offered a place.
* Members taking medication must be able to self-medicate any medication and sign a declaration confirming their ability to do so.
* Any temporary medication requirements must be notified to the staff at AUKH in writing
* Low level to moderate level Dementia / Alzheimer’s is acceptable
* Mobility frailty is common in old age and applicants with walking sticks, frames are acceptable.
* Wheelchair users are acceptable.
	+ However, if service users encounter falls, a Risk Assessment for both the service user and the staff and volunteers may prohibit the member’s continuation of the service.
* The individual needs to be able to mobilise themselves.
* To agree to become a member of AUKH.

Staff members do not administer medication or creams and lotions.

No alcohol is permitted on site at any time.

Anyone wishing to attend the Day Provision Service would have a pre visit and attend for a trial day. They may be accompanied by a relative or friend of their choice to assist them in the decision of if the Day Provision Service is suitable for their needs.

Members may be subjected to an external assessment of their physical and mental health needs by a professional in order for their continued attendance to the centre.

## RELIGION

Service users are able to observe their religious and cultural activities if they choose to.

# 3. SERVICE USERS PACK

Anyone wishing to consider attending the Day Provision Service will be given the following in advance or at point of a visit:-

* Age UK Hounslow – The Southville Vintage Club Day Provision Service Booklet
* Application Form with criteria
* Transport information
* Next of Kin Form
* Medication Form
* Activities Programme
* Menus
* Details of all Policies and Procedures of AUKH
* Copy of Complaints Procedure
* Gifts and Bequest Policy
* AUKH Membership Form
* Privacy Notice
* A list of all 44 current policies held by Age UK Hounslow

# 4. NEEDS ASSESSMENT PLAN

Detailed information is provided in advance of agreeing the individual service plan. The application process identifies any specific needs of the applicant. Additional information is collected in certain cases. The applicant is expected to be `low level’ and to be able to mobilise themselves, feed themselves and perform all their own personal care requirements.

# 5. MEDICATION

AUKH staff do not administer medication to service users.

All medication required must be notified to the staff in writing with a copy of the prescription. This includes any medication taken for temporary periods of time. This information will be kept on the service users file.

If medication is required the service user needs to be able to self-medicate. Preferably medication is taken outside the hours of the Day Provision Service.

Changes of medication can affect a person in a variety of ways and this is an important consideration in the monitoring of the individual.

# 6. MONITORING OF THE INDIVIDUAL

Daily observation is made of the person and identifiable changes are noted on the service users file. Engagement would be made with the individual to discuss any issues. Contact is made with the person and family members to update any changes in their requirements. In the event that any of the criteria points are no longer being met engagement is made with Social Services and the family to seek alternative day/nursing care.

If a member’s mental or physical status is defined as medium or high level, they would not be able to maintain their attendance to the Day Provision Service.

# 7. BEHAVIOUR OF THE SERVICE USER

Staff need to have knowledge and understanding of each individual service users usual conduct, behaviour and means of communication.

Staff need to ensure that the Support Care Worker is aware of any changes to the person’s normal behaviour pattern. The Support Care Worker would follow the procedure of notification to next of kin to discuss reasons for any changes and deal accordingly.

Each service user has the right to develop and maintain personal

relationships with people of his or her choice and this is respected. If a service user is assessed as lacking the capacity to consent to such a relationship the Support Care Worker should be notified who in turn will communicate with the next of kin, or social services as required and the appropriate action would be taken.

When a service user’s behaviour is uncharacteristic and causes concern, staff will respond sensitively, provide appropriate reassurance and report the matter to the Support Care Worker. There may be many reasons for this and engagement with next of kin or social services may explain reasons which can then be dealt with appropriately.

Restraint and seclusion shall be used only for controlling any violent behaviour or to protect the service user or other persons, and then only as a last resort when other less restrictive strategies have been unsuccessful. Any intervention used is proportionate to the risk of harm, and any situation that led to use of restraint or seclusion is subject to multi-disciplinary review, with a view to avoiding the need for such intervention in the future. Records are kept of all instances when

restraint or seclusion is used, and of the review of their use.

#

# 8. REPORTS AND RECORDS

Each service user has a named file which contains a series of documents:-

* Photograph of the service user
* Original application form
* Next of Kin Form
* Medication Form / copy of prescriptions
* Copies of any medical documentation
* Other documentation as relevant to the individual
* Dietary needs
* Religion
* Code of Conduct signed document
* Allergies are noted on file and any requirement made known to all staff and volunteers.
* Notes as taken by the Support Care Worker on any developing needs or special requirements.

# 9. SERVICE USERS’ OUTCOMES PLAN

The intention for the stay of every elderly person is to ensure that their quality of life improves in their daily engagement whether physically, socially or educationally.

# 10. SERVICE USERS INVOLVEMENT

Every effort is made to ensure any barriers to involvement because of diversity are overcome e.g. communication, physical disability, mental health.

Service Users, Next of Kin or Carers are expected to notify AUKH of any changes that would no longer confirm they meet the standards of the criteria

Service Users, Next of Kin or Carers on their behalf are expected to sign the Code of Conduct Document (Appendix B) which clearly identifies the criteria of expectation

Service Users are expected to treat the staff and volunteers with dignity and respect.

# 11. SMOKING and VAPING

No smoking or vaping is permitted on the premises (including the garden and car park areas).

# 12. ACTIVITIES AND EVENTS

AUKH provide activities for the service users on a daily basis. The proposed Activity Programme is discussed with the staff, volunteers and service users and is defined on the basis of the service user’s requests.

A balance is obtained between social, physical and educational needs. All physical activities are provided by fully qualified tutors. All activities commence following a risk assessment.

Service Users do not have to participate in the day’s activities and events but are encouraged for their wellbeing to do so.

There are different activities and events each day and a balance of mental / physical / educational and social activities are written within the programme.

All activities have a risk assessment performed prior to being introduced to the Service Users.

Activities are led by Day Provision Service Staff ie Bingo but physical exercise is led by qualified paid tutors to deliver. Tutors are made aware of the needs of the individual service users they have in their group.

All exercise is performed as a group exercise but the needs of the individual are met by the qualified tutor.

Any equipment required for the performance of activities is purchased under BS standards. All equipment is regularly checked.

All Service Users are involved in the planned programme.

AUKH have provided a raised garden bed in the gardens to enable Service Users to perform small gardening tasks.

# 13. MEALS

Southville Community Centre has a kitchen which is staffed and hot meals are prepared on a daily basis. The current food standard qualification held is the maximum 5 star award.

Details of any service user’s special meal requirements are kept on file and would be dealt with and accommodated where possible.

# 14. TRANSPORT

AUKH provides a Minibus service with an automatic tail lift for the purpose of transporting members to and from the day provision service.

The minibus provider allocate appropriate amount of time to check the mini bus and perform a risk assessment, dealing with anything relevant as required.

Regular service checks are completed, recorded and any requirements acted upon as required. Full vehicle records are available to view from the minibus provider.

An Escort is allocated to each journey to assist the Service User from the front door of the property to the mini bus and the reverse for the return journey.

Walking frames and walking sticks are the property of the Service User.

The journey each day is a set pattern dependent on attendees for that day.

Collecting and drop off of service users is aimed to be the same times each day (traffic dependent)

# 15. SERVICES USERS’ OWN EQUIPMENT

AUKH do not take any responsibility of the individual’s equipment utilised by the Service User but would highlight any concerns to the Support Care Worker who in turn would notify the next of kin. AUKH would require confirmation that the matter had been addressed before the equipment is utilised by the service user

There are currently no facilities to accommodate mobility scooters.

Service Users are responsible for their own money and valuables on site and AUKH do not take any responsibility for service users items.

**16. RISK ASSESSMENTS**

Robust risk assessment processes are in place. Regular risk assessments take place of the premises, activities and service users to ensure that AUKH can meet all requirements in a safe controlled environment. Any issues identified are immediately dealt with. Reports are available to view as required.

# 17. COST OF SERVICE

The cost of attending the Age UK Hounslow – Day Provision Service is £24 per day. This includes transport costs for those living within a 1.5 mile radius of the centre, a hot two course lunch, tea and toast in the mornings and afternoon tea along with daily activities.

Attendees of the service are required to become members of AUKH as this enables them to receive information and services as part of the AUKH organisational assistance to older people in Hounslow.

The cost of membership is £10.00 per annum.

# 18. SAFEGUARDING VULNERABLE ADULTS

AUKH hold clear policies and procedures in respect of Safeguarding that include all relevant legislation and link to local procedures. The Safeguarding Policy has been agreed by the London Borough of Hounslow. Available from [www.ageuk.org.uk/hounslow](http://www.ageuk.org.uk/hounslow) .

Enhanced DBS certification is in place for all staff and for all regular volunteers. Any visiting volunteers are escorted at all times.

# 19. ACCIDENT / EMERGENCY PROCEDURES

Age UK Hounslow has Accident and Emergency Procedures

# 20. COMPLAINTS

All Service Users are provided with a copy of the Complaints Procedure which is displayed at the AUKH Day Provision Service. Also available at [www.ageuk.org.uk/hounslow](http://www.ageuk.org.uk/hounslow)

# 21. SUGGESTION BOX

There is a Suggestion Box situated in the Day Room for the use of Service Users to suggest anything they wish to be considered about the Day Provision Service. The management have the responsibility of acknowledging all comments received within a 2 week period.

# 22. LEAVING THE DAY PROVISION SERVICE SETTING

Where the person is assessed as lacking capacity to consent, a best interest decision is to be made by professionals in a position to do so. AUKH and London Borough of Hounslow Social Services would engage with the next of kin and deal appropriately with the individual situation.

Places are offered and withdrawn at the discretion of the Board of Trustees who has the authority over attendance.

Policy guidelines on Mental Capacity and procedural guidelines for staff are available.

AUKH will, where possible, offer the AUKH Befriending Service for telephone befriending or face-to-face visiting befriending on a regular basis.

# 23. TIMETABLE OF CURRENT ACTIVITIES

10:00 am – Commencement of service for service users

*(Refreshments of toast, tea and coffee available)*

Activities *(Daily programme is followed)*

1:00pm - Hot cooked Lunch

Activities *(Daily programme is followed)*

2:30pm – Afternoon Tea and Refreshments

3:30pm – End of day

Daily activities include on a rolling programme Social / Educational and Physical activities including the following:

* Chair Based Exercises
* Tai Chi
* Fun and Fitness
* Gentle Exercises
* Falls Prevention
* Gardening (recently installed raised garden beds)
* Brain Teasers /Quizzes
* Reminiscence Sessions
* Board Games
* Singing
* Arts and Crafts
* Outings
* Painting
* Awareness Talks

This is a selection and not an exhaustive list. The activities are designed around the capabilities / needs and wishes of the daily audience.

Other events and activities take place throughout the year based on the religious calendar, seasonal, special anniversaries and other events including Day Trips.

# 24. MANAGEMENT AND CONTROL OF OPERATIONS

AUKH employs Support Care Workers to run the day to day management of the Day Provision Service. Monday to Thursday inclusive from 9:00am to 4.00 pm.

The Support Care Workers are able to communicates’ daily with the Chief Executive Officer of AUKH by email, mobile, office telephone or in person.

All others at the Day Provision Service work with the Support Care Workers on day to day operations but report to the Chief Executive Officer in respect of all other issues.

# 25. DATA PROTECTION

All aspects of data protection are followed in respect of service users attending the centre

# 26. POLICIES AND PROCEDURES

AUKH currently have 45 policies. Confidentiality, Data Protection, Health & Safety and Safeguarding being of priority but all policies are followed. These include policies for staff, volunteers and service users. In addition there are a number of processes and procedures that are required to be followed. Certain documents are also available on the AUKH website at [www.ageuk.org.uk/hounslow](http://www.ageuk.org.uk/hounslow)

# 27. MANAGEMENT OF RECORDS

Both manual and electronic records are kept dependent on their content. All data protection rules are followed to ensure security of data. Access to data is granted only to staff members who are required access to enable the proper fulfilment of their roles and responsibilities. Data sharing outside of the AUKH organisation is only permitted with the full knowledge and agreement of the service user or next of kin. Support Care Workers are responsible for completing, maintaining and monitoring all records. The Chief Executive Officer and/or Trustees of the Organisation are to be informed of any issue considered to be of an incident level for appropriate action.

All issues/matters relevant to the LBH Social Services or other relevant departments are documented as required and notified to the CEO.

# 28. RECRUITMENT / INDUCTION AND TRAINING OF STAFF

All staff are recruited, inducted and trained in line with the organisations processes and procedures. (Details available in Staff Handbook)

# 29. VOLUNTEERS

All volunteers are recruited, inducted and trained in line with the organisations processes and procedures. (See Appendix H – Volunteer Handbook)

# 30. PREMISES, GROUNDS, SUITABILITY AND ACCESS

Southville Day Provision Service is a purpose built Day Provision Service facility. Regular premises and health & safety checks are performed and recorded.

# 31. HEALTH & SAFETY / FIRE SAFETY

AUKH perform regular checks for Health and Safety and Fire checks of all the facilities at Southville Community Centre including the Day Provision Service and report accordingly.

# 32. FIRST AID

There are a number of staff members on site fully qualified in First Aid.

An Accident Book is kept in the Staff Office and procedures are followed. Copies of any reports are forwarded to the Chief Executive Officer at AUKH Southville Community Centre.

# 33. INCIDENTS

All incidents are written into the Incident Book and made known to the Support Care Workers. The Chief Executive Officer is immediately notified of any high level incidents and they are dealt with as required. The Incident Book is kept in the Staff Office at AUKH Southville Community Centre.

34. STAFF & VOLUNTEER JOB SPECIFICATIONS

Details of all staff and volunteer job descriptions are available upon request.

# 36. WEBSITE DETAILS

Age UK Hounslow’s homepage is at [www.ageuk.org.uk/hounslow](http://www.ageuk.org.uk/hounslow)

Age UK Hounslow has a webpage dedicated to Age UK Hounslow – The Southville Vintage Club Day Provision Service at https://www.ageuk.org.uk/hounslow/our-services/southville