



Care Activity Services

Information & Guidelines

- Day care
- Drop in lunch club

AVAILABLE IN LARGE PRINT ON REQUEST

Julie O'Toole – Chief Executive Officer

Age UK Sandwell Day Care
1a Beeches Road, West Bromwich
West Midlands
B70 6QE
Tel: 0121 525 2499

Office 49
Pure Offices,
Broadwell Road,
Oldbury.
B69 4BY
Tel: 0121 314 4526

About the Age UK Care Activity Services

About the service

If you wish to engage this service, the Manager will confirm the details with you when and how often the service is to be accessed.

The Manager will assess your needs on a regular basis. If you feel that your needs have changed for any reason, or you would like to alter the arrangements please contact the Manager directly on 0121 525 2499.

After a short assessment you will be informed when the service will start.

Day Care

This service is provided for older people who have mobility problems and may need a little more assistance to get out and about. We can provide personal care and staff and volunteers are trained to be able to offer this kind of support.

We provide transport into the day centre and home again later. Tea and toast is offered upon arrival in the morning followed by gentle exercises and other activities. Service users are provided with a two course lunch prepared on site with fresh ingredients and by an experienced cook. Our kitchen is rated level 5 for hygiene and safety, which is the highest level attainable. After lunch following more activities, afternoon tea and cake is served before the journey home. Service users can also request an additional meal to take home for dinner at an additional (small) charge.

Drop in Lunch Club

Service users can attend during the hours of 9.30am – 1pm for a drop in activity session. Drop in sessions are for those with no mobility issues or personal care needs. The sessions include tea and toast, activities and lunch. Drop in costs £8.50 per session and transport can be accessed at an additional cost of £2.50 per day. It is necessary to book your place to ensure we have a place for you each day.

Assessment process

Before a service can be assigned the Manager is required to visit your home. This is in order to discuss your needs and requirements. It will be necessary for the Manager to carry out a risk assessment in order to establish that your safety and that staff/volunteers are adequately provided for. A service plan will then be compiled with the Manager taking into account your wishes and opinions. The Manager will tell you how much this will cost.

An individual service user review will be held every 12 months or more frequently if appropriate, to carry out a reassessment.

A review may be carried out sooner if a service user's needs or circumstances have changed and they can no longer safely or appropriately be met by the service.

We will always ensure that you are informed and notified quickly if we cannot meet your needs in order that you can access alternative support.

Cancellation of service:

If you need to cancel a service for any of the following reasons please ensure we are advised as soon as possible as late cancellation can incur fees:

- If you are admitted to hospital or is taken into respite care.
- You move into long-term care.
- You no longer wish to access the service.

Charge for service

These services are charged at the following rates:

- Befriending is **free** of charge
- Full Day Care - £26.49 per day plus £8.50 subs (subs are only paid if you attend but full day care places are billed monthly and will only be reimbursed if you discontinue the service)
- Drop in lunch club - £8.50 per day payable when you attend.
- Charges for transport are £2.50 per day.

Making a payment:

You can pay for services in the following ways:

- **By cheque or postal order**
- **By monthly invoice (in advance)** – You will be billed each month
- **By cash** – this can be handed to the Manager when you attend the centre

Please let us know in advance how you wish to pay for the service.

You will be required to sign a service user agreement for all day care places.

Safeguarding Procedures

All staff:

- Are checked through the DBS service where appropriate
- Are issued with identity badges and are required to wear them at all times.
- Are made aware of all Age UK Sandwell policies & procedures.

Health and safety

Age UK Sandwell considers the health, safety and welfare of its employees, volunteers and people using the service to be of paramount importance. The organisation operates within a health & safety policy & procedure.

All staff attend training on the following:

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|--------------------------------|----------------------------------|
| • Health & Safety/ Fire Safety | • Lone working |
| • Manual handling | • Safeguarding vulnerable adults |
| • Emergency first aid | • COSHH |
| • Food safety | • Risk Assessment |
| • Infection control | |

Service Monitoring

We maintain systems for reviewing the quality of the service provided. This system includes the use of monitoring and evaluation forms completed by service users at regular intervals

Insurance

Age UK Sandwell holds Public and Employers liability insurance.

Staff /volunteers are **NOT** allowed to:

- Make private calls or use mobile phones for any other application whilst on duty.
- Smoke whilst attending/ carrying out their duties.

- Consume alcohol before or during work.
- Give service users their personal telephone number
- Reschedule calls without consulting the Manager
- Provide privately arranged services for Age UK Sandwell clients- this will result in instant dismissal of the member of staff and suspension of service to the client.

Service Users Responsibilities:

- If you need to cancel a service please give the Manager at least 48 hours notice.
- Please make every attempt to ensure you are at home before our volunteer is due to arrive. Each visit is an allocated specified time slot and volunteers may have to go on to another call. *Repeated disregard of this rule may result in loss of service.*
- If you wish to amend the time of your visit please contact the Manager on 0121 525 2499 and we will try to accommodate any requests.
- Volunteers/staff are not allowed to alter times or days for visits or undertake private paid visits for service users, to do so may result in dismissal of the volunteer and withdrawal of your service.
- Volunteers are required to obtain a signature from the service user at the end of each visit to confirm that the visit was completed. Any extension or reduction of the hours should be shown on the time sheet.
- You must not sign a time sheet which is incorrectly recorded. If a volunteer asks you to sign an incorrect time sheet you must report the incident to the Manager immediately.

Comments and Complaints Policy

Age UK Sandwell strives to provide a high quality service that responds to your needs. We welcome every opportunity to monitor and improve our service by having a complaints procedure. People are able to make compliments or complaints about the service in full confidence. Their comments will be treated seriously and responded to courteously. A written record of all complaints and any resulting actions taken will be kept and filed for future reference.

Compliments, Comments, Concerns & Complaints Procedure

Age UK Sandwell aims to provide high quality services and products that meet all service user's needs. There may be times when service users feel they would like to tell us whether or not Age UK Sandwell is achieving the standards they have come to expect.

COMPLIMENTS. Please let us know if you think we are getting it right. Most of our services are provided in association with volunteers and compliments are useful to let volunteers and paid employees know that they are succeeding!

COMMENTS. You may find that there are areas where your comments could help us. Examples might be "Did you know that Age UK Sandwell did/didn't do this?" or "I don't understand that..." or "Have you thought of..." This is good feedback to us and will be acted upon. We do not normally give a response to your comments unless you specifically request that at the time you give us your comment.

CONCERNS and COMPLAINTS. You may have something you wish to raise with us that you feel we could solve, or change the way we work for you. Examples might be "I asked for a fact-sheet and it hasn't arrived", "No one picked up my bag of clothes for the Age UK shop", "I tried to contact you and couldn't". This may not be a serious complaint and we would hope to resolve it easily; if this is not possible, we will ensure that you get a response within seven days. Once we have responded, we would not normally reply again unless we felt it was necessary or you specifically request a second response.

If you need to use this procedure please contact:

Julie O'Toole - Chief Executive Officer
Age UK Sandwell
Office 49
Pure Offices
Broadwell Road
Oldbury.
B69 4BY
Tel: 0121 241 4526

Data Protection Procedures

Age UK Sandwell complies with the Data Protection Act 1998, its Regulations and principles. For the purposes of the Act, the Chief Executive Officer is the "data controller".

All service users have the right to ask about and see any information held about them and what it is used for, whether Age UK Sandwell, believe it to be confidential or not. You will be asked to consent in writing before Age UK Sandwell collects any very personal (the Act calls this "sensitive") data about you. If you wish to see any information we hold about you, you should ask the Manager in the first instance, who will seek disclosure approval from the Chief Executive Officer.

Confidentiality Policy

All information relating to an individual is private. Any use of what might be considered private information without the individual's consent is an abuse of privacy.

Age UK Sandwell will not pass on any information about you to any of our other services or to anyone else without your written consent, unless it reasonably seems to us to be a life-threatening situation (as per Adult Abuse Guidelines).

If written consent is not possible (e.g. because of confusion/dementia, etc.) the organisation would decide whether to seek permission from a carer or advocate. This decision must be clearly recorded.

It is important that all Age UK Sandwell staff treat the information received in the course of their work as confidential. However, if they become aware of information that would come under the terms of the Public Interest Disclosure Policy they should disclose it accordingly.

Investigations of Adult Abuse

Age UK Sandwell will adhere to the following procedures:

1. Contact the Police if a criminal act has occurred
2. Immediately suspend without prejudice any member of staff who is alleged/suspected of abuse.
3. Conduct an investigation of all relevant parties.
4. Take appropriate action towards the member of staff in accordance with the disciplinary procedure.
5. Send a written report to the Adult Health & Social Care Team within 28 days of the initial notification.

Equality & Diversity Policy

Age UK Sandwell is committed to eliminating discrimination and encouraging diversity amongst our workforce and throughout our services. Our aim is that our organisation will

be truly representative of all sections of society and each employee, volunteer and service user feels respected and able to participate to the best of their ability.

To that end the purpose of this policy is to provide equality and fairness for all in our employment and those receiving our services and not to discriminate on grounds of gender, marital status, race, ethnic origin, colour, nationality, national origin, disability, sexual orientation, religion or age. We oppose all forms of unlawful and unfair discrimination.

All employees, service users and volunteers will be treated fairly and with respect. Selection for employment, promotion, training or any other benefit will be on the basis of aptitude and ability. All employees and volunteers will be helped and encouraged to develop their full potential and the talents and resources of the workforce will be fully utilised to maximise the efficiency of the organisation.

As a service provider, managing diversity enables Age UK Sandwell to respond effectively to the differing needs of older people in the wider community, respecting their customs, rights and dignity.

Our commitment to Equality & Diversity:

- To create an environment in which individual differences and the contributions of all are recognised and valued.
- Every employee and volunteer is entitled to a working environment that promotes dignity and respect to all. No form of intimidation, bullying or harassment will be tolerated.
- Training, development and progression opportunities are available to all staff.
- Equality within the organisation is good management practice and makes sound business sense.
- We will review all our employment and service practices and procedures to ensure fairness.
- Breaches of our equality policy by employees will be regarded as misconduct and could lead to disciplinary proceedings.
- This policy is fully supported by senior management.
- The policy will be monitored and reviewed annually.

Manual Handling Policy

Age UK Sandwell will always look for practicable ways to avoid the need for staff/volunteers to undertake hazardous lifting and handling operations.

Where that is not possible or practical, a risk assessment will be undertaken by the Manager to determine potential hazards.

Risk assessments will look at each task, load, working environment and an individual's capacity.

All staff/volunteers :

- Will be trained in proper lifting and handling techniques before they undertake any manual handling. The CEO has the responsibility to ensure that staff/volunteers are trained and competent to undertake manual handling.
- Must always use techniques in handling in which they have been trained.
- Have the right to refuse to lift or handle any load that they feel is beyond their capacity.
- Have a responsibility to inform the Manager if any of your/their personal health circumstances change, which affects their capacity to perform manual handling tasks safely.

Identity badges

All Age UK Sandwell staff have an Identity Badge with a current photograph, which be worn at all times when working on Age UK business. Each card has an expiry period of twelve months.

If you have any questions please contact the Day Care Manager on **0121 525 2499**.