Welcome Guide

Day Care and Support Service

About: The Limes – For people with Young Onset Dementia in Bristol, South Gloucestershire, and Bath & N E Somerset
Welcome to Alzheimer’s Society

By 2021, 1 million people will be living with the condition. But dementia won’t win. Until the day we find a cure, Alzheimer’s Society will be here for anyone affected by dementia – wherever they are, whatever they’re going through. Everything we do is informed and inspired by them.

We are the UK’s leading dementia charity. Every day, we work tirelessly to find new treatments and, ultimately, a cure for dementia. We provide expert information, training, and support services to all those who need our help. And we are creating a more dementia-friendly society so people with the condition can live without fear and prejudice.

Let’s take on dementia together. Volunteer. Donate. Campaign for change. Whatever you do, unite with us against dementia.

If you have any concerns about dementia, visit alzheimers.org.uk or call the Alzheimer’s Society National Dementia Helpline on 0300 222 1122 (Interpreters are available in any language. Calls may be recorded or monitored for training and evaluation purposes.)

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1 Introduction

This guide provides information about our day care and support service. It sets out what you can expect from us, our day care and support service and our staff. It details the aims of the service and guidelines about the service.

If you have any questions about anything in this guide or the day care and support service, please contact us.

Office Address

The Limes
Kingswood Foundation Estate
Britannia Road, Kingswood
Bristol
BS15 8DB

T 0117 961 3651
E jo.oneill@alzheimers.org.uk
2 About our Day Care and Support Service

Our day care and support service provides care and support for people with dementia during the day in a safe and comfortable environment.

This will include:

- an opportunity to meet and mix with others
- stimulation through social contact and meaningful activities
- an opportunity to pursue personal hobbies and social activities either in the day centre or in the community
- refreshments and a meal (where applicable).

We can also support you with personal care as part of your care plan. We can assist you with:

- prescribed medication
- eating and drinking
- washing and dressing
- going to the toilet.

The day care and support service aims to ensure that you:

- feel you have been able to take part in enjoyable activities
- feel you have been able to maintain and learn new skills, hobbies and interests
- feel less isolated
- feel valued, positive and independent
- feel that attending day support has enabled you to stay living in your own home and local community
- feel that crisis situations may have been prevented
- feel that your care and support plan has been successful in achieving what you wanted.
If we are unable to meet your needs through the day care and support service, please ring our local office and ask for our dementia support service; they will be able to inform you of other local services that are available.

**What you can expect from us**

*After we receive a request to contact you, the following steps will take place:*

1. A member of staff will speak with you to find out if the service can meet your needs. They will ask you for some information about yourself.

2. You will be asked to give your consent to receive the day care and support service. Where possible we will ask for your written consent.

3. A day care and support manager will arrange to visit you at home at a convenient time. They will complete an assessment of your needs. They may ask you questions about your life history, daily routine and preferences to ensure you receive the best support from the day care and support service.

4. The care and support you receive will be specific to your assessed needs and requirements and will be decided in agreement with you. The day support manager and day supports workers will work with you to develop a personalised support plan. This will also highlight any agreed actions. Where appropriate, we will also work with your friends and family. You will be provided with a copy of your support plan to keep.

5. After we have talked about your support needs, you will begin to visit our day centre.

6. The day care and support manager will undertake regular reviews (more information below) to ensure you are enjoying coming to the day centre and that it is meeting your needs. You can stay in touch with your day care and support manager if you have any questions or if your needs change. Please contact **0117 961 3561**.
Every effort will be made to support you within the service for as long as you require. If, following discussion with you, your carer and/or representative, it is agreed that the service can no longer meet your needs then appropriate notice will be given to withdraw the day care and support service. We will support you to access alternative services that may help.

**Reviews**

Initially your day care and support activities will be reviewed by the day care and support manager within four to six weeks after your first visit to the day centre. This is to make sure that the service is still meeting your needs. We will then aim to regularly review the support we give – you are very much part of this process.

If you would like your review earlier than the set date, please contact the day care and support manager who will arrange this. If changes to the day care and support service we provide are considered necessary, these will be made as soon as we can.

**Cancellations or changes**

We understand that sometimes your plans change. If you wish to rearrange or cancel a visit to the day centre, please contact the day care and support manager on 0117 961 3651.

**Service user agreement (Self – Funding)**

The cost for the day care and support service and any cancellation charges that might apply are detailed in the Service user agreement.
3 Day Care and Support Service Staff and Volunteers

About our team managers and day support workers
All our day support workers have undergone specialist dementia training.

Our staff and volunteers are carefully selected and undergo a full Disclosure and Barring Service (DBS) check where necessary for their role. They also complete a comprehensive induction programme when they join us.

About our day care and support manager
The day care and support manager will supervise and support the day support workers in the service. They are also available to address any comments or questions you might have.

The service opening hours are: **Monday to Friday – 8am and 6pm.**

You can contact the day care and support manager using the details below:

**Joanne O’Neill**  
0117 961 3651  
Jo.oneill@alzheimers.org.uk
4 Service Guidelines

Health and safety

We comply with all relevant legislation so that we can keep you and our workforce safe.

We hold appropriate employers and public liability insurance cover. If we meet with you at home as part of our assessment process, we will need to do a risk assessment to ensure that we know about any potential risks to you or our dementia support workers. We will also talk about how we can work together to minimise these risks.

If you have a key safe fitted, we’ll take note of the code if necessary so the day care and support manager or worker can let themselves in. They would only use it only with permission from you or a carer/representative.

To help you feel safe, we’ll do the following:

- ensure our day care and support workers have completed basic first aid, food hygiene and manual handling training
- supply our day care and support workers with disposable gloves and aprons which they must use whenever they are offering personal care
- ensure our day care and support staff and volunteers carry Alzheimer’s Society photo identification badges
- ensure our staff and volunteers do not change the relationship they have with you from a professional to a personal one – our staff will not share their personal information with you

Medication

All of our day care and support workers have completed safe handling of medication and awareness training. We will always encourage you to be responsible for your own medication. Where you do require support with medication it must be recorded on your care plan.

Medication can only be administered by our staff if it is from the container it was supplied in and is clearly labelled by the pharmacist.
We can only support you with a monitored dosage system and compliance aids if they have been filled by a trained and competent person (usually a pharmacist or GP).

**Money and valuables**

You may require support with your money while you attend the day centre. We will take all practical steps to ensure the appropriate management of your money and valuables while providing support to you.

During your assessment, activities that may involve handling money must be identified, agreed and recorded in your care plan. The amount and purpose of all financial transactions undertaken on your behalf by the day support worker must be recorded appropriately and the day support worker will ask you or a carer/representative to sign a receipt book or a cash handling record.

Our staff or volunteers won’t buy anything from you or sell things to you. They also won't accept money from you or lend or give you money.

Please don’t ask our support staff to deal in any money matters not directly involved in your support.

For example, our staff and volunteers can’t:

- take on Power of Attorney or act as executor of your will
- use your supermarket loyalty cards for their own purchases
- sell or dispose of goods on your behalf.

If you’d like to make a donation, please speak directly to your local Alzheimer’s Society office as our day support workers aren’t able to accept these.

**Gifts**

Our staff or volunteers can’t receive gifts in line with our policy unless prior agreement is made with the day care and support manager.
Data protection and confidentiality

We need to collect and use information about you to deliver a safe service that is tailored to your needs. We will explain to you what information we are recording and how it will be used.

We may also use this information to contact you from time to time to ask about the service and how we can develop or improve what we do. For more information about how we use your data please ask for a copy of our leaflet called ‘Your Personal Data’.

We comply with the UK Data Protection Act 1998 and will keep your personal data secure. You can request to see the information that we hold at any time by making a request in writing to: Information Security Manager, Alzheimer’s Society, 43–44 Crutched Friars, London, EC3N 2AE.

We’ll keep your information confidential and won’t use it for anything except providing, managing and evaluating services. The only exception to this will be when there is genuine concern for the safety and wellbeing of you or others.

Where we provide services with another organisation we will let you know who that organisation is and what information will be shared to deliver the service.

Safeguarding

What safeguarding means for people who use our services:

Everyone has the right to live in safety, free from abuse and neglect. Abuse and neglect can occur anywhere: in your own home or a public place, while you are in hospital or attending a day centre or care home. You may be living alone or with others. The person causing the harm may be a stranger to you, but more often than not the person is known, and it can be the case that you usually feel safe with them. They are usually in a position of trust and power, such as a health and care professional, relative or neighbour.
I think I am being abused or neglected: what can I do?

Who to talk to if you feel you are being abused or neglected:

- don’t worry about making a fuss – tell someone you trust as soon as possible
- speak to friends or support workers, who may have an understanding of the situation and be able to take steps quickly to improve the situation
- you can also talk to professionals such as your GP or social worker about your concerns, or you could ask to speak to your local council’s Adult Safeguarding team or co-ordinator. Local authorities have social workers who deal specifically with cases of abuse and neglect
- you can ring Action on Elder Abuse helpline on 080 8808 8141 for confidential help and advice on all aspects of elder abuse
- if you believe a crime is being, or has been, committed – whether it’s physical abuse or financial – talk to the police or ask someone you trust to do so on your behalf.
5 Giving Feedback

We are committed to providing you with the highest quality services and we welcome feedback from people with dementia, their family and carers to help us develop and improve our services.

We strive to provide a high quality experience in all areas of our work, aiming to provide services in a way that is:

• helpful and polite
• efficient and accurate
• sensitive and supportive
• informative and appropriate

If you have any praise or comments about us, please let us know.

We understand that sometimes things can go wrong and that you may wish to make a complaint. If you would like to make a complaint about our service, please read our complaints policy and feedback to us so that we can put things right and improve our services in the future. Our complaints policy can be accessed online or requested from a member of staff or volunteer.

You can feedback to us by:

1 Visiting our website (www.alzheimers.org.uk) and searching for ‘Feedback’ within the search bar to access and complete our online feedback form.

2 Speaking to one of our staff or volunteers who will pass on any feedback you would like to make. If you wish to speak directly to a Services Manager please ask one of our staff or volunteers for the relevant contact information
3 Contacting the Customer Care team between 9am and 5pm on: 0330 333 0804

4 Emailing the Customer Care team at any time on: customercare@alzheimers.org.uk

5 Writing to the Customer Care team to:
Customer Care
Alzheimer’s Society
42 - 44 Crutched Friars
London
EC3N 2AE
6 Summary of Local Contact Information

Joanne O’Neill, Day Support Manager
0117 961 3651

The Limes, Kingswood Foundation Estate, Britannia Road, Kingswood, Bristol BS15 8DB
Jo.oneill@alzheimers.org.uk

Marco Van Tintelen – Service Manager

Bath & N E Somerset Office

Hazelmear Day Centre, Cleeve Courts Care Home

Cleeve Green, Bath BA2 1RS
Marco.Van-Tintelen@alzheimers.org.uk

National Dementia Helpline

If you need advice on living with dementia contact our National Dementia Helpline on 0300 222 1122.

The Helpline is open from 9am to 8pm, Monday to Wednesday, 9am to 5pm Thursday and Friday and 10am to 4pm on Saturday and Sunday.