

WELCOME & INFORMATION BOOKLET

PRIMROSE DAY CENTRE



Ormiston Community Centre

George Street Ormiston

East Lothian

EH35 5JB

daycentre2016@outlook.com

www.aeldc.org.uk

1. The Primrose Day Centre

The Primrose Day Centre is primarily concerned with improving the quality of life for older people who live in and around Ormiston Village, by providing good company, super things to do and support if required. The Day Centre is located inside the Ormiston Community Centre. One of the most 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 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 us in person by phone or email.

2. Who are we

The Day Centre is run by a Board of Trustees and is staffed by a Manager, Assistant Manager, senior carer and a Carer, we also have a Kitchen assistant who takes care of the meals. All staff are trained, skilled and supported for the tasks they perform.

We do have some Volunteers who we think are an essential part of the team and who contribute hugely to the success of the Day Centre all staff comply with Health and Safety regulations and are checked for criminal records by Volunteer Scotland/Disclosure Scotland.

The Board of Trustees 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, which include a sing along to live performers, box players, animal therapy, talks, computer activities, family tree searches, knitting group, animal therapy, art and paint for those who desire it and we are open to offer anything member may enjoy or wish to

take up. We also offer a chat over a cuppa and the opportunity to have a tasty nutritious lunch.

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 like 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 super 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 their 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 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 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 skill, 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.

6. **Where we are**

The Primrose Day Centre opened and was initially held in the old community hall, after a long battle with the council Cecilia Towe got the day centre its own premises which opened in September 1992 in the main street of Ormiston .

Now due to unforeseen circumstances we have now moved to Ormiston Community Centre on George Street which our members and staff are enjoying much more as the building is much more suitable for our purpose than the previous building and I think if Cecilia was here she would love it. We have an outdoor space which we will be growing plants and setting up a bird table with a plaque to commemorate Cecilia`s work in establishing the Primrose Day Centre all those years ago.

The space available is 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 10.30am to 3pm except Friday when we close at 1pm - 10.30am is when we start collecting people on the service bus.

The Day Centre has a drop in cafe which is open from 9.45am to 10.45am on a Tuesday & Friday for the general public to meet up and chat over coffee, tea, toast, scones or any other home baking that is available at the time.

We are closed at the weekends, Christmas Day, Boxing Day, New Years Day and the 2nd of January.

We also close on the Easter weekend and September weekend.

There is always someone on the premises between 9am and 3.30pm but we do have an answering machine where you can leave a message, which we check every morning or you can alternatively email us at - daycentre2016@outlook.com

8. How to travel here

The Primrose Day Centre address is:

Primrose Day Centre
Ormiston Community Centre
George Street
Ormiston
EH35 5JB

We are opposite the side entrances of Cockburn Halls in Ormiston

Most people who use our service attend the Centre on our service bus, but for some surrounding areas people have to transport themselves.

The bus does have a ramp for wheelchair and walkers to access easily wheelchairs can be clamped to the bus floor for safety.

There is a drop off point and parking for x 2 disabled cars directly outside for anyone making their own way here.

9. Cost

There is a charge for attending the day centre this includes morning drinks, 2 course lunch with tea/coffee & biscuits, afternoon drinks and fresh fruit if desired plus of course all the facilities we provide and the reassurance of the presence of trained staff.

The cost to attend for all is £8 which we collect in advance on a fortnightly basis, so if you attend x2 days per week this would amount to £32 per fortnight.

This is non refundable if you are absent, you must give at least 2 weeks notice of an appointment or if going away on holiday.

All Day Centres across East Lothian charge a daily rate.

10. How can I attend the Day Centre?

Any older person can drop in for tea/coffee, and a chat between 9.45am and 10.45am in our drop in cafe on Tuesdays and Fridays.

If you want to join us in 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 Hospitals.

We can arrange for you to come to the centre, or visit at home to explain more about the activities.

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 01875614265, come in personally or e-mail daycentre2016@outlook.com this email is for confidential information and is only accessible to the Manager and Deputy Manager.

11. How many places are available/

There are around 16 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 can be a waiting list, so it can take 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 Village of Ormiston or surrounding Areas

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

12. 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.

13. 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.

14. How can I become a Volunteer?

Pop in to the Centre and speak to a member of staff who will give you any information you may need.

15. 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. 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 given a copy of your personal plan and a timetable of the days you will be coming to the Day Centre.

16. Transport Arrangements

We will discuss your transport needs when we first meet you, and find what suits you best.

If you come on the Centre Bus, you will be asked if you need any help leaving and returning to your home and make sure you receive the right assistance to safely move on and off the bus.

If you are using other transport such as the volunteer car scheme or your own car, then we will discuss this with you in case you require any additional help to make a safe journey to and from the Centre.

17. How do I pay

You can pay directly into our bank account or pay cash on the first day you attend we do pay 2 weeks in advance.

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

If you cannot attend for any reason, please telephone 01875614265 as soon as possible, and preferably before 9.30am. if phoning before 9am please leave a message on our answer machine.

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 and we will remain in contact with you or your family until you are ready to return.

If you are in hospital or away for more than 6-8 weeks then unfortunately we are unable to keep your place open. When you return let us know if you wish to come back and we will review your needs and if appropriate, put you 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.

20. 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 Manager 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.

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!

21. 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.

22. 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 senior members of staff have keys to these cabinets which ensures that your information is safe and secure.

23. 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.

24. 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.

25. Accidents and incidents.

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

26. Complaints/Incidents Procedure

- Any verbal or written complaints/accidents should be reported to the Manager or Deputy Manager immediately.
- The Complainant should be invited to a private area and the complaint/accident investigated by the Manager.
The Manager will endeavour to resolve the complaint/accident immediately, ideally to the Complainant's satisfaction.
- If the complainant is not satisfied with the way that the Management Committee have dealt with the complaint/accident, then they will be advised to contact the Head of Adult Wellbeing at east Lothian Council.
- 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.
- If the Head of Adult Wellbeing can't resolve the complaint then you would be advised that you can contact The Care Inspectorate on: 0345 600 9527 or email them at enquiries@careinspectorate.com

- All complaints/accidents will be recorded in writing and any correspondence relating to them kept securely in a file in the Office.

List of staff below in the order to which a complaint will be reported.

Manager - Lurna Newlands -	01875 614265
Assistant Manager - Gayle Duncan -	01875 614265
Chairperson of the Board of Trustees -	01875 614265
Head of Adult Well Being East Lothian Council -	01620827827
Care Inspectorate -	0345 600 9527