

NURSERY COURT DAY SERVICE



**1 NURSERY COURT
GIRVAN
KA26 9EW
TEL: 01465 714017**

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Service information:

The Day Care Service is provided by South Ayrshire Council and was established in September 1994 to provide a service to Girvan and surrounding areas. This was originally a peripatetic service travelling between local communities on specific days offering 44 places per week.

In September 2004 the service was developed significantly to provide a greater number of day care places to older people living within Girvan and local surrounding communities. Day services were now provided in two locations; Girvan and Maybole providing 90 places per week over five days, Monday through to Friday. The Girvan Service relocated from Boyle Court to the Resource Centre in Girvan and became 'Nursery Court Day Service'.

The Day Service continued to develop between the two locations and placement increased to 130 per week.

In 2014 a Review of Day Services was completed, this resulted in the Local Authority merging their small Day Service based in Maybole Health Centre with Nursery Court Day Service in Girvan. Shortly after this a Private Day Service in Maybole closed and attenders relocated to Nursery Court to receive their Day Service.

The Day Service continues to operate from Nursery Court in Girvan offering 140 places per week.

The Day Service is regulated and inspected by the Care Inspectorate; a copy of inspection reports can be made available on request.

NURSERY COURT DAY SERVICE **AIMS & OBJECTIVE STATEMENT**

AIMS

Nursery Court aims to provide a Day Service to older people within their own Community that values equality, diversity, privacy and dignity in a safe, friendly and caring environment that is free from exploitation or abuse.

We aim to support and encourage individuals to maintain their health wellbeing and independence in a manner that maximises potential and supports a stimulating and fulfilling lifestyle.

OBJECTIVES

To deliver person centred care and support in line with the **Principles** of the **Health & Social Care Standards:**

- ❖ **Dignity & Respect**
- ❖ **Compassion**
- ❖ **Be Included**
- ❖ **Responsive care and support**
- ❖ **Wellbeing**

ADMISSION PROCEDURE

All referrals to the Day Care Service are made through Social Work Department.

Prior to a Day Care Place being allocated an assessment of the individuals needs will be carried out by Social Work Department.

On receipt of a Day Care referral the service will contact you to arrange to:-

- Discuss your needs and personal arrangements over the telephone with you or your appointee,
- Arrange an introductory visit to the Service.

After you have attended the service for the introductory period of 4weeks a review meeting will be arranged at the end of this to allow you to express your views and feelings. This review will provide the opportunity to discuss your support to ensure the service is effectively meeting your needs and determine if you wish the service should continue.

The Day Service will ensure your care and support needs are reviewed every six months.

The Day Service will carry out a full Service Review in consultation with yourself and any others you wish to have involved in the process. This will afford you the opportunity to express your views, assess the quality of your service provision and indicate grades for this in line with our regulatory body The Care Inspectorate.

SERVICE AGREEMENT

The service agreement details information relating to the placement and requires to be signed by yourself/your representative and the Service Manager. A copy of this will be retained by the service and a copy will remain with you.

PRACTICAL INFORMATION

PERSONAL ITEMS

The service is unable to accept responsibility for personal items of value; these items will therefore require to be retained in the possession of each individual.



TRANSPORT

Your personal transport arrangements will be tailored to your need and confirmed with you prior to you taking up a placement at the service.



MEAL ARRANGEMENTS

A three-course meal is provided each day for which there is a small charge. Personal preferences and specific dietary needs will be taken into account. Tea/coffee and cold drinks are available throughout the day.



STAFFING

The service is provided by South Ayrshire Council and operates with a Manager supported by:

1 Senior Day Service Officer 6 Day Care Officers 1 Admin Assistant 1 Bus Escort 2 Dedicated Drivers

Manager

Implements South Ayrshire Council Policies and Procedures and ensures Service Delivery complies with the Health & Social Care Standards, and Regulations of the Care Inspectorate and Scottish Social Services Council.

Senior Day Care Officer

Assists the manager to develop the service, acts as a role model to staff, monitors and supervises staff practice and co-ordinates and oversees service delivery.

Day Care Officers/Key workers:

Ensure review responsibilities are completed within timescales as well as planning and facilitating activity programmes.

A key worker is a day care officer that has been allocated to a specific service user with direct responsibility for working with the person to draw up a meaningful support plan that identify the assessed needs and detail individual preference and choice.

Admin Assistant:

Admin assistant completes administrative and clerical tasks in the centre.

Bus Escorts:

Ensure service users are transported safely to and from the centre.

Training:

Staff undertake regular training in line with South Ayrshire Council Policies and Procedures and Registration requirements.

CARE STAFF



Debbie Travers
Senior Day Care Officer



Brian McCreadie
Day Care Officer



Sandie Eaglesham
Day Care Officer



Lynne Clark
Day Care Officer



Marion McMaster
Day Care Officer



Sheena Donn
Day Care Officer

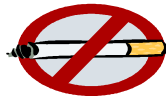


Shirley Bevan
Transport Escort

POLICIES AND PROCEDURES

In order to keep attendees and staff safe, a number of policies and procedures are in place. All of which are available on request.

SMOKING POLICY



A no smoking policy operates within the Service and garden areas.

FIRE SAFETY



Staff are safety representatives, in the event of fire, clear evacuation procedures exist. There are regular evacuation drills to familiarise attendees with the actions to take in the event of a fire. The fire alarm is tested weekly.



HEALTH AND SAFETY

Staff are aware of policies and procedures related to Health & Safety and apply this knowledge into working safely.

A dedicated first aider and fire warden are on the premises.



MEDICATION

Support with medication will be provided by the service where this need has been identified through the Care Manager Assessment process.

Medication support tasks will be carried out by trained and competent staff in line with South Ayrshire Council's Medication Policy and Management Guidelines. The service will be unable to assist with medication where the process does not comply with medication procedures.

REVIEWS



4- WEEK

Following a four week introduction to the service a review will take place involving the attendee, significant other, advocate where required, referrer and service to establish all support needs and individual expectations are being met. At this time a decision will be made as to whether the placement is to continue.

6- MONTHLY

Each individual support plan is reviewed on a six monthly basis or sooner where needs, choices or expectations change, to ensure the personal plan is effective.

SERVICE REVIEWS

The service will undertake a full review of service provision through a direct meeting with yourself, your key worker and any other significant person of their choice. This is usually carried out within the Resource on a day the person attends.

Within this meeting there is the opportunity to discuss all areas of care and support, express individual views and to grade elements of the service provision in line with the Care Inspectorate, who Regulate Day Services.

A record is made of the review outcomes and agreements and a copy issued to all attending the review as well as the referrer. A copy is retained in the confidential personal file at the service in line with South Ayrshire Council's Data Protection Policy.

ACTIVITIES

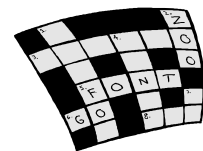
A varied range of activities will be made available for your enjoyment and are organised to reflect individual interests, choice and abilities.

Activities are not task orientated but designed to provide stimulation – enjoyment and a sense of achievement.

Some examples of activities are detailed below: -

- Reality Orientation
- Discussion groups
- Media studies
- Bowling/Target Bean Bags
- Wi-Fi enabled tablets
- Quizzes / games
- Music/sing a long
- Reminiscence
- Local history
- Crafts
- Chair exercises
- Hand Massage/Hair & Nail care
- Relaxation and engaging in social conversation.
- Dementia Specific Activities

The service will consider any requests for specific activities and will make every effort to include them into individual programmes where possible.



Some examples of our Activity Rooms



Beauty Salon



Snooker/Pool Room



Summer House

COMPLAINTS

Nursery Court strives to continually improve therefore if any attendee is unhappy with the service provided this should be brought to the attention of the staff or manager.

A Complaints form is available on request.

A service questionnaire is issued to attendees periodically, which also allows the opportunity to comment on the service.

A complaint can also be made directly to a Social Worker or the Head of Social Work Services.

Suggestions, comments or complaints can be made through South Ayrshire Councils Complaints Procedure. A copy of which is available within the centre.

A complaint can also be made directly to the Care Inspectorate at address below:

Address: Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

Telephone: 03455 600 9527

All complaints will be recorded acknowledged and investigated in under 20 days.

Response Page

Please use this comments page to inform our staff about any ideas you may have or problems you have encountered – either for yourself or your family.

New Ideas

Problems

Name _____

Address _____

Post Code _____