



MILLBROOK DAY CENTRE

SERVICE USER GUIDE

**Millbrook Day Care Centre 228 Donaghadee Road Bangor BT20 4RZ
Telephone: 02891 462782**

**If required this information can be made available in a
language/format more suitable for your needs**

FOLD Housing Association is the leading provider of sheltered housing in Northern Ireland. Established in 1976, FOLD is a not-for-profit organisation, which since then includes the provision of accessible Housing-with-Care, Supported Housing and Day Care Services for people in the community.

Mission Statement

Providing the best housing, care and support to those in need of such services.

Philosophy of Day Care

Fold Day Centres offer individuals the opportunity to enhance their quality of life by providing a safe, manageable and comfortable environment, as well as a caring and relaxed atmosphere, therapeutic activities and social stimulation.

Rights & Responsibilities

Fold places the rights of its Service Users at the forefront of our philosophy of care. We seek to advance these rights in all aspects of the environment and the services we provide and to encourage Service Users to exercise their rights to the full.

Due to the nature of this service and to balance the Service Users' rights to safety with choice and independence, access into/out of the centre is only possible via a code system and with assistance by a member of staff.

Equally Service Users have a responsibility to other Service Users and staff within the Day Centre. These may include: -

- A responsibility not to endanger other people's health, well-being or life.
- An understanding where possible that certain types of behaviour are unacceptable e.g. violent and/or threatening behaviour, sexual abuse, racism, stealing etc. Any of these may lead to termination of the Day care placement.
- A responsibility to respect other peoples rights.

Fold has a number of policies and procedures in place that are there to safeguard the rights of both Service Users and staff and to ensure that we provide a high standard of service. Service Users/ Carers can obtain the full list from the Day Centre Manager if required.

Millbrook Day Centre

Millbrook Day Centre, in partnership with the South Eastern Health & Social Care Trust, is a purpose built Day Centre designed to meet the personal, social and emotional needs of people who suffer from a dementia, whilst at the same time providing much needed respite for their carers. The Service is regulated by the Health & Personal Social Services Regulation and Improvement Authority (RQIA). There are 15 places per day Monday - Friday 52 weeks per year. Except Christmas Day, Boxing Day and New Year's Day).

The service is free to those who meet the criteria. However, there is a small charge of **£2.00** per day, which covers the cost of meals and refreshments. Payment can be made weekly/monthly in advance and in agreement with you and the Day Centre Manager. The Service User and/or the Carer are notified in writing at least one month in advance of any increase to this daily rate.

The Centre will not be responsible for the handling of money or valuables (except for receipt of the daily charge for meals and refreshments) unless this has been agreed in conjunction with a task specified by the Referring Agent. Where this is the case all transactions will be recorded and signed by the Service User and/or Carer and two members of staff.

A visit to the Centre prior to accepting an offer a placement can be facilitated by a member of the Day Care team.

Services Provided

The Day Centre operates Monday – Friday. Except Christmas Day, Boxing Day and New Year's Day. A full range of services and social activities are available. These include: -

- **Transport to and from the centre if identified as required**
- **Midday meal and refreshments**
- **Bath/Shower facilities**
- **Hairdressing**
- **Reminiscence therapy/Crafts/ Indoor and outdoor games**
- **Day trips and outings**

Staff

All staff receive specialist training to ensure that they can meet the requirements of their post. The right to be treated with dignity and respect at all times is acknowledged.

Your Views

We welcome the views of Service Users and/or Carers on how the Day Centre delivers services and ensures a positive personal outcome to the person in receipt of Day Care. Formal feedback is sought annually in the form of a questionnaire. Informally the views of our Service users are taken via monthly 'food and beverages' and 'activities' satisfaction surveys and quarterly Service user meetings. However views/comments/suggestions etc made throughout the year and actions taken by staff are recorded and available for inspection.

Confidentiality

Certain information will be required by the Day Centre Manager to ensure that Service Users receive the appropriate level of care and support. Such information will only be acquired with consent and will be treated in the strictest confidence.

Referral Process

This service is provided in partnership with the South Eastern Health & Social Care Trust and as such, provision of Day Care is via a referral process. Further details can be obtained by contacting the Day Centre Manager.

Termination of a Placement

Day care tasks are described as comparable to those that could be carried out by a competent and caring relative. As a Service User's needs change due to e.g. deterioration in mental and or physical ability the Day Centre Manager will contact the Referring Agent and at the onset of any noticeable changes to discuss the continuing suitability of the placement and arrange for a review involving the Service User and Carer.

Consideration will be given to the following:

- Physical/mental well being of the Service User
- Suitability of the environment
- Level of risk to service user, other Service Users and staff
- Medical concerns

Discharge will be by arrangement and planning with the Service User/Carer, the Day Centre Manager and the Referring Agent and should not occur until alternative arrangements are made or by mutual agreement by all parties. However should the risk to the Service User, other Service Users and/or staff be considered high immediate temporary withdrawal of the service may be the only option whilst an investigation into the well being of the Service User is carried out.

Information & Complaints

If you are interested in finding out more about the Day Centre and its services or if you wish to make a complaint please contact:

Mrs Carol Allen – Manager
Millbrook Day Centre
228 Donaghadee Road
BANGOR
BT20 4RZ

Telephone No: 02891 462782
Email: carol.allen@foldgroup.co.uk

OR

Mental Health Services for Older People
South Eastern Health & Social Care Trust
Finance Building
Newtownards Hospital
NEWTOWNARDS
BT23 4AS

Telephone No: 02891 510211

OR

Regulation & Quality Improvement Authority
9th Floor, Riverside Tower
5 Lanyon Place
BELFAST
BT1 3BT

Telephone No: 02890 245828

For general enquiries about any of FOLD's services contact:

FOLD Housing Association
3 Redburn Square
HOLYWOOD
BT18 9HZ

Telephone 02890 428314
Fax 02890 428167
E Mail info@foldgroup.co.uk