

Milan

Information on our Service



Milan is a multi cultural, ethnic day care service which is operated and managed by East Dunbartonshire Council. It is a flexible building and community based support service for a maximum of 20 adults each day, who are aged 65 years plus. The service is based on the ground floor within Partnership House, in Kirkintilloch town centre, adjacent to the Tesco car park. The rooms within the service have been refurbished to meet individual needs and preferences.

National care standards, 'support services', provide guidelines on how our day services should operate, they expect that our service should:

- **Work with you to provide an appropriate level of care and support when you want it**
- **Provide the support that you need to help you develop; and**
- **Provide the guidance, direction and assistance you need to help you work towards your personal goals in all aspects of your life**

We also believe:

- **That all human life is of value**
- **That anyone, whatever their impairment, is capable of exerting choices**
- **That older people regardless of their background, colour, gender have the right to participate fully in society**

We aim to deliver support in accordance with:

- ☐ **Healthy life**
- ☐ **Choice and Control**
- ☐ **Independence**
- ☐ **Active Citizenship**

Health and Social Care Standard Principles

- ☐ **Dignity and Respect**
- ☐ **Wellbeing**
- ☐ **Compassion**
- ☐ **Be included**
- ☐ **Responsive Care and Support**

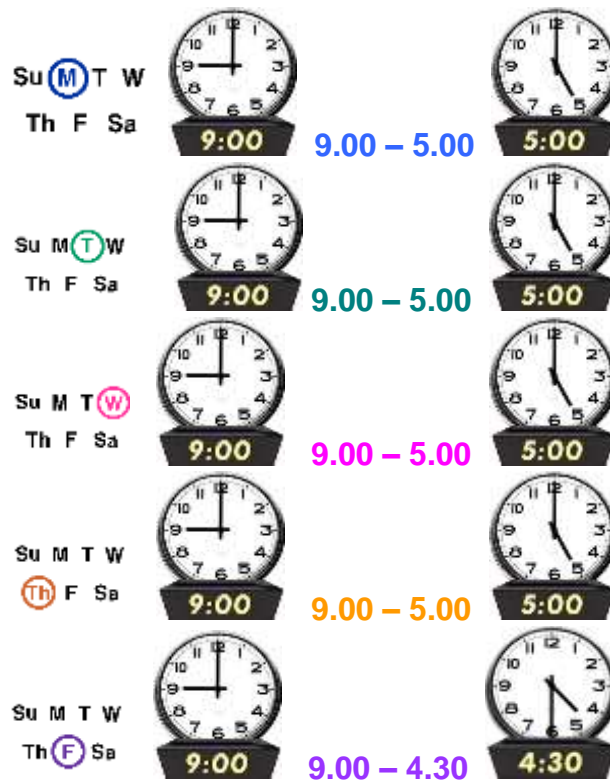
The service provided by Milan has been registered with the Care Inspectorate since 2007 and it is inspected each year to make sure that it is meeting expected standards.

A report on how the service is meeting these standards is prepared and a copy of the most recent reports is available to all service users and their families and carers. You can also access this report on the internet on the care commission website.

The following information will tell you more about our service. If you want any more information there is an address and phone number on the last page of the leaflet.

Hours of support

Building based service Monday to Wednesday each week, **51** weeks of the year (closed the week between Xmas and the New Year and on Easter Public Holidays), and you can contact staff at these times:



You can receive a service for **1** day, or up to **3** days each week, depending on spaces in the centre and on the support you require.
If you are thinking of using the service, the following information will tell you what we provide.

Support we provide

Ordinary community based resources are accessed and all programmes are individually tailored to each person's identified needs.



Transport to and from the service is provided but there is a charge of £10.20 per day for this. There is also a charge of £15.80 per day for attending the service, which is paid four weekly. These charges are reviewed every year.



Snacks, drinks and vegetarian meals are also provided.

Activities, social support and outings are based on what people want through an established care planning process with a key worker system. Other outings can be chosen by the service user group and identified at group meetings.



The service aims to provide a quality day care service to older people in a safe and pleasant environment where individuals can enjoy companionship, social activities and stimulation with the assistance of trained staff. Health services such as dietician and general health promotion are also available, as is a dementia clinic.

People who attend the service are encouraged to be as independent and healthy as possible, and can be supported, for example to participate chair aerobics, yoga, poetry, board and card games,



Care Plan

Every person using the service will have a care plan. You will have a copy of your support plan in a language that will mean most to you; this could be in English, Hindi, and Punjabi or in a language and format to suit you. The care plan will give details of the support you want, to do the things you want. The plan will be put together by you and your keyworker and will contain information on how you need to be supported. It will also say what support you might need to keep you safe. This plan will be kept up to date by you and your keyworker.

Keyworker



You will have a keyworker allocated to you before you begin to receive a service from Milan. They will be responsible for working with you to prepare your own plan of support. They will be the link person with other people in your life. Other people may mean your family, care manager or health workers. All these people will work together to try and organise the best support they can, and may be involved in meetings to look at your support.

Reviews



Staff Team

The staff team will review your support at least twice a year and meetings will be held to see if you are happy with your support or want to make changes. These meetings will be arranged by your keyworker and you will discuss who you want to attend. It is normal for your care manager and carers to attend these meetings. Reviews are a chance to gather together people who know you or support you to plan for the future. A report will be prepared before your review by your keyworker and you will have the opportunity to contribute to this report before it is presented at the meeting. Your keyworker will not put anything in the report which has not been discussed with you.

Food



You will have your lunch provided at Milan. This is normally a vegetarian cooked meal which is prepared by a local restaurant. The menu is selected by service users and approved by a dietician as suitable for people with diabetes. Fresh fruit is also available.



Lunch provided by the centre costs: **£2.15** each day



Complaints



Anyone receiving a service can complain if there is anything they are unhappy about. You can speak to your keyworker, a senior member of staff, the team leader or the day services manager. A carer, housing provider, care manager or advocate can complain on your behalf, if you wish. There is also a complaints form available in the centre reception area. We will advise on any actions based on complaints within 20 days. We have a list of council policies and procedures which you can receive, you are also entitled to receive a copy of any of the policies and procedures which relate to day services or support services. You also have the right to complain to the Care Inspectorate, who are the people who inspect our services. You can contact them at this address and phone number:

Care Inspectorate
Care inspentorate, Compass House
11 Riverside Drive, Dundee DD1 4NY



Tel: 0845 600 9527
Email:
enquiries@careinspentorate.com

Referrals

If you want to receive a service organised by Milan Day Centre you can contact Older Peoples Team at KHCC ([tel: 0141 355 2200](tel:01413552200)) ask them to make an application for you.

If there are spaces we will arrange for a member of our staff to meet with you to gather details on what support you would want from us. We look forward to hearing from you.

Address:



Milan Day Centre
Partnership House
22 Union Street
Kirkintilloch
G66 1DH

Tel: 0141 777 3017
(Catherine Davison)
0141 578 8379 (Surjit)



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