

Allander Day Service Information on our Service



Description of the Service: (Registration for Support Service CS2004057808) -

The Allander Day Service comprises of four different services. The Allander Resource Centre is located within the Allander Leisure Centre, Milngavie Road, Bearsden and our community base is located in Partnership House, Union Street, Kirkintilloch where the Outlook, Outreach and Local Area Co-ordination services are located.

The Allander Day Service comprises of four different services, the Allander Resource Centre which is located within the Allander Leisure Centre, Milngavie Road, Bearsden, Outlook and Outreach that are our community teams based in Partnership House, Union Street, Kirkintilloch, and the Local Area Co-ordination services (LAC) which is also located in the Union Street office.

The Allander Resource Centre is predicated on a 'community resource centre' model which provides a specialist resource to individuals with more complex needs including those with severe learning disabilities and Profound & Multiple Learning Disabilities. The centre's facilities are also available to those service users who are mainly supported in the community; e.g. to provide a meeting place or work bases or to access a specialist activity.

The service offers support to individuals across a variety of hubs and clubs in East Dunbartonshire, this mainly being facilitated by staff from the Outlook community based team. Support is delivered during the day and to meet the needs and preferences of the people who use the service.

In addition to formal support Local Area Co-ordinators (LACs), Outreach Staff and Volunteers facilitate informal support groups on evenings, with the LACs also providing some 1:1 support as well as guidance and signposting/matching with other agencies.

The role of Allander staff is to support service users to access non-segregated opportunities, to increase informed choice and to help shape an outcomes focused service to meet individual requirements and goals. We will act as supporters, advocates and facilitators and we believe that human relationships are the basis for personal growth and change.

Day Service Values:

People who use our service have the right to:

- The same respect, dignity and privacy we would expect for ourselves
- Access to the same services as those without a disability
- Access to specialist services as and when required
- Participation in any decisions made about the service or particular support – with all necessary support or input required to help individuals make informed choices
- To choose from a range of opportunities and to change these as their aspirations, goals and support needs change
- Access to appropriate information and support to understand

this information, when required

We also believe:

- That all human life is of value
- That anyone, whatever their impairment, is capable of exerting choices
- That people who are disabled by society's reaction to physical, intellectual and sensory impairment and to emotional distress have the right to assert control over their lives; and
- That disabled people have the right to participate fully in society

We aim to deliver support in accordance with:

Keys to Life Outcomes:

- 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 Allander Day Service is inspected on a regular basis by the Care Inspectorate to make sure that it is meeting expected standards and a report of the inspection is published. A copy of this report and all previous reports is available to all service users and their carers; you can access the reports by following

<https://www.careinspectorate.com/index.php/care-services?detail=CS2004057808>

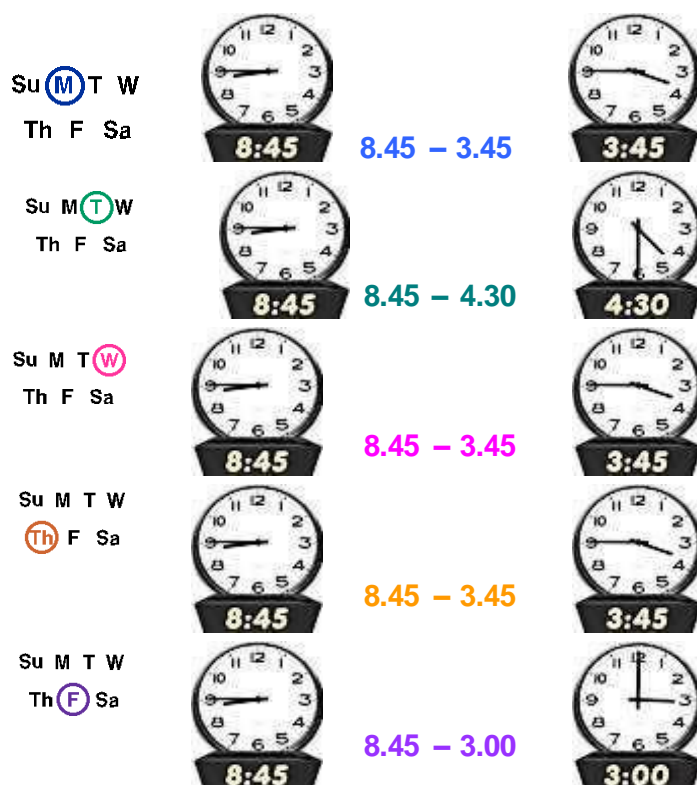


The following information will tell you more about our service, if you want any more information there is an address and phone number on the last page of the leaflet.

Hours of support



Building based support is open Monday to Friday each week, and you can contact staff at these times:



For community based supports staff can be contacted at these times:



Out of hours activities can be coordinated through our local Area Coordinators

You can receive a service for 1 day, or up to 5 days each week, depending on your assessed level of need and the support you require. We are open throughout the year but are closed on the Easter and Xmas/New Year public holidays.

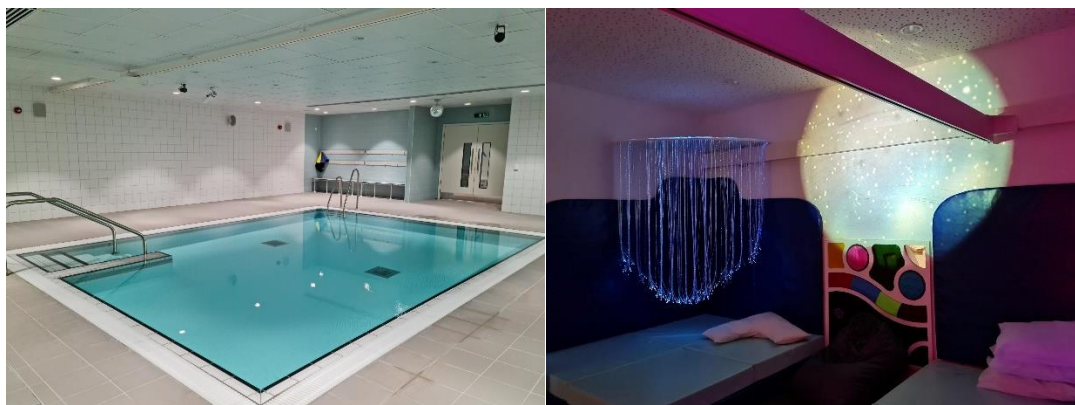
If you are thinking of using the service the following information will tell you what we provide.

Support we provide



We offer as much support as possible in the community, using services and resources which people without a disability use; providing access to leisure, education and employment opportunities. We also have a number of activities in community based locations providing specialist support and our building based services.

The service itself also provides resources which cannot be found in the community, such as a hydrotherapy pool, a trampoline for rebound therapy, a sensory or “Snoozelean” room, a room for physiotherapy exercises and a sensory garden. These types of resources are especially useful for some people who require a lot of support.



The garden area also includes raised beds, a greenhouse and vegetable plots where service users can work through their own individual programmes with the opportunity to progress towards a recognition of achievement award, or, in some cases, vocational training.





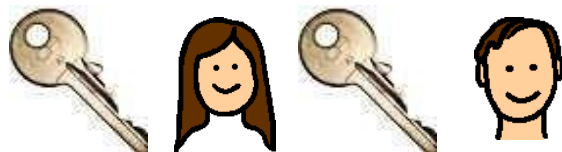
We also run an employment initiative: - The Small Talk Cafe where we provide service users with work experience, employment training in a realistic work setting, and work-related social skills. Service users receive formal food hygiene training to ensure a high level of food safety and hygiene, enter into a contract with the café to ensure hygiene regulations are met, and are assessed regularly to enable them to work in a safe and effective manner.

Support Plan



Every person using the service will have a support plan. You will have a copy of your support plan in a form that will mean most to you; this could be in writing, in a picture form. The support 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 at Allander Resource Centre or the Outlook service. The key worker will be responsible for working with you to prepare your own plan of support. They will be the link person who will help organise your support with other people in your life. Other people may mean your family, carers, 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



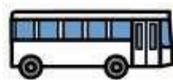
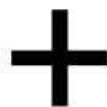
Your support will be reviewed at least twice a year and meetings will be held to see if you are happy with your support or want to make changes. These meetings will be arranged by your keyworker and you will discuss who you want to attend. It is normal for your care manager and carers to attend these 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 reviews 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.

Costs



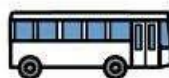
The cost for receiving a service at the Allander Resource Centre or Outlook community based service is reviewed every year. You will be notified, in advance, of any changes to costs and how these will affect you. A charging policy was introduced for the service in 2013; this means that you may need to contribute some money towards the cost of your service. There is a different cost for people using council transport than for those who are not. If you use council transport you will probably share a bus with other people who receive a service. Other people may wish to use public transport, taxis – or their DLA mobility allowance to provide their own transport. Speak to your Care Manager to see if you need to make a contribution towards the cost of the service. The current service contributions per week are:-

building based services with transport



£26.00

building based services without transport



£21.80



£26.00 per day if transport is provided or £21.80 per hour without transport

*** Please note when purchasing the service from out of the EDC area there is a different charging structure, contact the service for details.**

You may be asked to complete an Income Maximisation Form which will assist the Council in deciding how much you can contribute towards the cost of your support.

Extra support



Some people may need some extra help and require extra staff to provide this. This will be discussed with you by your social worker or care manager and the Day Centre Manager will confirm if this can be provided.

Food



You will have food provided at the Allander Resource Centre. If you wish you can bring your own packed lunch with you, or you could be receiving your support in the community and eat your lunch there, using cafes or pubs. If you choose to have lunch provided by the service, you will have the option of having a 'healthy eating' choice from our salad bar; as well as the option of cooked meals which are prepared by our kitchen staff. If you are having lunch, while in the community, you would need to bring money with you to pay for this.



Lunch provided by the service costs: **£2.40 each day**

Complaints



Anyone attending the 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 or guardian, or an advocate can complain on your behalf, if you wish. A copy of the Complaints Procedure is on East Dunbartonshire Council website.

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, the independent scrutiny and improvement body who is responsible for inspecting our services. You can contact them at this address and phone number:



Care Inspectorate

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



Tel: 0845 600 9527



Email:

enquiries@careinspectorate.com

If you want to receive a service provided by the Allander Day Service within the Allander Resource Centre, Outlook or Outreach services ask your care manager to check if there are any spaces free in the service and ask them to make an application for you. If your social worker agrees that the Allander Day Service can provide the right support for you 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:



Allander Resource Centre
Milngavie Road
Bearsden
G61 1DF

Phone:



Tel: 0141 777 3017

e.mail:



catherine.davison@eastdunbarton.gov.uk