



Allander Day Service Agreement

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 Coordinators (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
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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

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

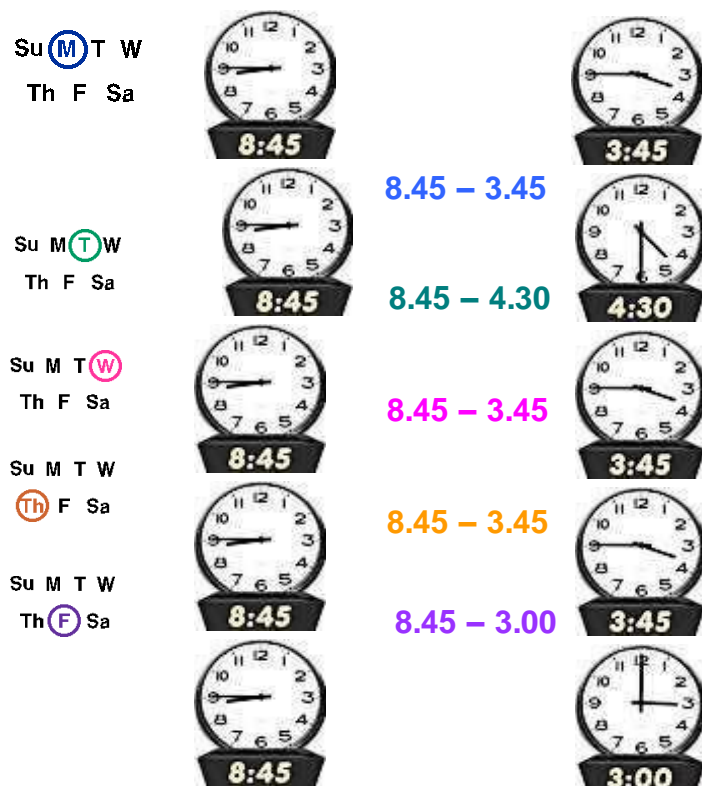
- ☐ Dignity and Respect
- ☐ Wellbeing Compassion
- ☐ Be included
- ☐ Responsive Care and Support

The following information will tell you what you can expect from our service and also what is expected from service users.

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 the Outreach team and 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 Christmas/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 that are accessed by everyone, providing access to leisure, education and employment opportunities. We also have building based services where specialist support is provided to people with severe or profound learning disabilities and physical disabilities.



The Allander Resource Centre 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. You can choose what support you want from day services, and we will attempt to meet your support needs within our available resources.



We also run an employment initiative: - Smalltalk Community Cafe, which offers 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.

If you wish to change the service you are receiving you can discuss this with your keyworker. You can also discuss the support you are receiving at your review meetings.

Support Plan



Every person attending the centre 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 picture form or another format. 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. The entire support plan will be reviewed at least once a year but you and your keyworker will discuss any changes that need to be made; you will not need to wait for a review to make changes.

Keyworker



You will have a keyworker allocated to you before you begin to receive a service at Allander Resource Centre or the Outlook service. They 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, social worker or health workers. All these people will work together to try and find the best support they can offer. If you wish to change your keyworker this can be discussed with senior staff, the team leader or the day services manager. Changes to your support plan should be discussed with your keyworker, but can also be discussed prior to, and at, reviews.

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 review by your keyworker and you will have the chance 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 services 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 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 PIP/DLA mobility allowance to provide their own transport. Speak to your Care Manager to see if you need to contribute towards the cost of the service.

Extra support



Some people may need some extra help and need extra staff to provide this. Your social worker or care manager will be discuss this with you 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, or you can bring your own packed lunch with you. If you choose to have the lunch provided by the service, you will have the option of

having a 'healthy eating' choice from our salad bar, or the option of cooked meals which are prepared by our kitchen staff.



Lunch provided by the service is subsidised and we attempt to keep costs as low as possible. The amount the service charges for meals is reviewed each year.

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.

You can also 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 Inspectorate, Compass House,
11 Riverside Drive, Dundee, DD1 4NY

Tel: 0845 600 9527

Email:

enquiries@careins



careins.co.uk





There are a large number of other people who attend, or work in Allander Resource Centre. Everyone has to respect the rules within the service – which are there for reasons of safety. It is also expected that people in the centre will treat each other with respect.

There is no smoking allowed in the centre and people are not allowed to drink alcohol, or bring alcohol into the building, during normal opening times. In addition, no one would be allowed to enter the building who was in possession of illegal drugs.

Anyone found to have illegal drugs on the Allander premises would have these removed and the police could be called.

There are types of behaviour which are not acceptable in the centre or in the community. Any violence, harassment, bullying or behaviour from an individual which puts either themselves or others at risk is not acceptable. If someone receiving a service at the Allander Resource Centre was to continually cause others harm or distress this would be discussed with them and could mean that the person could no longer continue to receive a service. If this was decided, it would be agreed at a meeting. The individual, individual's carers and care manager would attend this meeting.

Personal Belongings



You will have a locker in the service where you can keep your coat and personal belongings. You should avoid bringing expensive items into the service, however, and, if you do, these should be kept in your locker, or given to a member of staff to store safely until you return home. For reasons of space, on transport, you should also avoid bringing in too many items with you, and only bring items which you will need to use while receiving a service. The service is not insured for replacing expensive personal items which could be damaged or lost.

Ending the service



If it is decided by a service user, or by the service, that they will no longer attend, a meeting will be held to discuss this and the person's care manager and carers will be involved in any discussions. People who reach the age of 65 will have a meeting to see if the service still meets their needs, or if an alternative service is required. It is the responsibility of service staff and a person's care manager to look at how someone will be supported when they leave, or to plan for an alternative service or support arrangements wherever this is possible. If it is the decision of service staff that someone no longer continues to attend; the reasons for this will be explained to the service user and a meeting will be held to discuss the reasons.

If there are plans for the service to end or change ownership, you would be notified prior to this happening, and you would be involved in discussions around alternative arrangements to meet your support needs.

We agree to these conditions of service:



Service user Date



..... Keyworker



.....Date

Manager/Team Leader Date



Welfare Guardian (if applicable) Date
.....

If you require any help understanding this agreement, a member of day services staff will be happy to go through the form and explain what each part of the agreement means. For further information you can also contact the Day Services Manager:

Phone:



Tel: 0141 777 30177

E-mail:



catherine.davison@eastdunbarton.gov.uk