



London Borough
of Hounslow

SANDBANKS DAY CENTRE RESIDENT GUIDE



Sandbanks Day Centre
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Welcome to Sandbanks Day Centre

The purpose of this guide is to outline Sandbanks Day Centre's main aims and purpose of operation and to explain how the service delivers care and support to Hounslow Residents, as part of the Council's Children's and Adults' directorate.

This document contains key information about the daily operation of the centre outlining the philosophy and model of care adopted by the service and core responsibilities in relation to safeguarding, health and safety and management of incidents and accidents.

1. Introduction

Owned and managed by Hounslow Council, Sandbanks Day Centre provides a day service supporting up to 40 adults daily with learning disabilities, those with autism spectrum disorders and Older People living with the experience of Dementia, and anyone assessed as having care needs and needing a building-based service. The service provides quality care to Hounslow Residents and supports them to participate in meaningful activities which are tailored to meet their needs and wishes.

The service empowers Residents to meet their full potential, supports them to further develop their independent skills and ensures dignity and privacy. The service promotes the Residents' cultural and religious beliefs and their choices, providing care and support respectfully and safely.

Sandbanks Day Centre is open between the hours of 8 am – 5 pm Monday to Friday. The building is equipped with facilities that allow the staff team to ensure that residents' needs are met safely.

2. Our Philosophy and Aims

The philosophy of Sandbanks Day Centre is to provide a flexible and reliable service that empowers Residents to make choices, enhance confidence, promote independent living skills, and interact socially with peers.

Our care is person-centred, delivered in a supportive environment that is understanding of Residents' diverse needs and is in compliance with all relevant statutory requirements.

We put our Residents first by:

- Providing an environment where Residents feel safe and valued.
- Respecting residents' cultural and religious beliefs
- Providing the opportunity for Residents to make new friends and learn new skills.
- Safeguarding from any form of abuse, neglect, exploitation, or deprivation
- Ensuring residents engagement with decision making
- Ensuring that our care and support is delivered following the agreed support and care plans in place.
- Delivering programmes of activities designed to encourage self-esteem, fulfilment, inclusiveness, and independence.
- Holding regular reviews with Residents and those in their support network.

We ensure the staff team meets the needs of the Residents by:

- Recruitment and selection of staff who are skilled and have the aptitude and enthusiasm to safely support Residents.
- Continuous training, support and supervision
- Being responsive to individual needs and providing quality care.

We develop the service proactively and responsively by:

- Taking account of our Residents' wishes, choices and suggestions.
- Taking account of national and local policies and best practice guidelines from government and other sources.
- Using specialist support and advice to develop our care practices and programme of activities.

3. Staff Team

The centre is managed by the Day Centre Manager, an Assistant Manager, and a Senior Care Worker, who supervise and support our Care Workers. All staff receive support and supervision through monthly "Check In" performance meetings.

All staff members receive relevant training to enable them to undertake their duties; this includes Manual Handling Training, Basic First Aid, Medication Awareness, and Passenger Assistance Training.

All new staff members receive a comprehensive induction which includes attending core training courses and qualifications, where applicable.

All Residents are allocated a key care worker.

4. Programme of Activities

The development of the programme is based on the Residents' needs and preferences as identified in their Support Plans and reviews or expressed via various quality assurance methods, such as staff observations, questionnaires, and relative/carers meetings. Activities are run either by Sandbanks Day Centre staff members or external professionals who are also supported by our staff members. Residents have the opportunity to choose which sessions they want to participate in. Our programme of activities is developing continuously to ensure that we are constantly meeting the Residents' needs and wishes.

Some of the activities we currently offer within the programme, include.

- Arts and Craft
- Drama
- Reminiscence
- Music and Movement
- Yoga
- Interactive Stories
- Basic Life Skills
- Sensory activities
- Armchair Exercises
- Indoor and Outdoor games
- Health and Beauty
- Movie Afternoons

- Themed Days and Cultural Celebrations
- Sensory Gardening
- Wii Games
- Cooking and Baking

5. Other Support

We work closely with relatives/carers and professionals involved in the overall support the Residents receive in order to achieve better person-centred outcomes. In particular, we work alongside the Adult Learning Disability and Autism Service (ALDAS), Hounslow Adult Learning Disability Health Team (HALDHT) and Localities Teams, which consist of Social Workers, Physiotherapists, Speech and Language Therapists, Community Nurses, Positive Behaviour Therapists and Dieticians.

Such professionals help us inform the work we do to ensure people's specific support needs are fully met, monitored, and reviewed. Examples of this include staff liaising with Speech and Language Therapists to ensure that individual eating and drinking requirements are met and also liaising with Community Nurses to ensure epilepsy plans and medication protocols are appropriately followed and reviewed.

6. Facilities

Sandbanks Day Centre, purpose-built in 2012, is a secure ground-floor facility with full disabled access. There are two large airy lounges, and each lounge has a kitchenette facility that allows us to securely store medications, lunches and to prepare hot and cold drinks. The lounges have large screens and projectors, and WiFi is available across the centre. There is also a smaller multimedia/multi-purpose room where residents can relax and enjoy sights, sounds, newsreels or films. The centre has personal care facilities, which include a wheelchair-accessible bathroom with changing facilities and a hoist to support residents with more complex needs.

We have a large secure well-maintained garden which is used for outdoor games and garden-related activities.

7. Health & Safety

Fire

The centre is fitted with a comprehensive Fire Alarm and sprinkler system. Regular fire drills take place, as do regular checks of all fire equipment.

All Residents attending the day centre have individual PEEPs (Personal Emergency Evacuation Plans) in place.

Moving and Handling

Many Residents who attend the centre require support with their mobility and their personal care needs. All such procedures are planned, and risk assessed based on individual care and support needs. All staff undertake moving and handling training which is refreshed annually. Hoists used for supporting people are also checked before use and serviced regularly.

Medication

All staff complete medication awareness training and adhere to the applicable Medication Policy and Procedures and Sandbanks local protocols. All medication is kept in a lockable cupboard in the lounges. Medication will NOT be given without consent and clear written instructions in place.

Electrical Testing

All fixed and portable electric appliances are subject to regular testing to ensure they are safe to use.

Kitchen appliances and gas installations

All Kitchen appliances and gas installations are subject to regular testing to ensure they are safe to use.

Incidents/ Accidents

Incidents and accidents are reported via the Council's online incident reporting portal. Other related paperwork, such as behaviour or body charts are completed, where appropriate. Social Work Teams and families are informed of incidents/accidents.

Risk assessments are carried out within the service and for our residents. Actions are taken to ensure the security, safety, and well-being of all at Sandbanks Day Centre. Risks associated with different activities are appropriately assessed on an individual basis taking account of activity, context, likelihood, necessity, and possible outcome. Identified risks are balanced against the benefits to the individual and all reasonable steps are taken to minimise risk in any situation and to give appropriate support.

Staff receive Basic First Aid training and there are First Aid boxes throughout the centre.

8. Meals

Residents are asked to bring in a packed lunch suitable to their dietary needs in either an insulated lunchbox or flask.

The centre can provide hot meals, via Wiltshire Farm foods (at cost), for any residents who would not be able to access a hot meal unless provided during their time at the day centre. These meals are suitable for a range of dietary and cultural needs.

Tea, coffee, cold drinks, and biscuits are provided.

Care workers support with food and drink as needed.

9. Consultation

On occasion we will send out questionnaires for Residents and their Relatives/ Carers to complete, to help us monitor our service. Responses help us to consider and plan what improvements could be made.

Relatives and carers meetings are used to share and discuss feedback and any future plans.

10. Gifts and Presents

London Borough of Hounslow has a policy that states staff cannot accept gifts, no matter how small. Please do not offer staff any presents or money as they do not wish to offend you by declining this offer.

11. Safeguarding Adults

The day centre operates a safeguarding policy. This refers to the process of keeping adults at risk safe from abuse or neglect. Any safeguarding alerts, concerns or incidents are raised directly by the day centre management team to the relevant Social Work team.

12. Confidentiality

You have the right to view your day centre file, this includes your care and support plan. Where we do hold personal information, we will not pass it on to anyone else without your permission, except to protect your best interests or where the law demands it.

13. Complaints and Compliments

Any Resident, relative or carer has the right to make a complaint when they feel that the service has failed to achieve the expected standards. If a comment or concern can be dealt with easily then it can be discussed with the Centre Manager or other staff member if appropriate. We will endeavour to promptly bring about a satisfactory resolution wherever possible.

Details of how to make a complaint are available on the Council website, or a copy of the Complaints Procedure can be obtained by contacting the centre.

We are equally happy to receive feedback that indicates we are getting things right. Compliments can also assist us in continuing to provide quality service and are recorded in the Compliments book kept at the Centre.

The Customer Relations team can be contacted on 020 8583 3333 or by emailing complaints.crt@hounslow.gov.uk.

14. Referrals and Eligibility

Placements can only be offered following a Social Care assessment. The assessment is to clarify the residents' needs and ensure that eligibility criteria are met.

To make a referral to Sandbanks Day Centre, please contact the **Hounslow Adult Learning Disability and Autism Service** on **020 8583 3553** or email ALDAS@hounslow.gov.uk

For older people contact the **First Contact Team 020 8583 3100** or email adultsocialcare@hounslow.gov.uk

Once a referral is received and the eligibility criteria are met, the Sandbanks Day Centre management team will liaise with the Social Worker and the Resident to organise an assessment visit. These visits are normally held at the day centre, so the Residents and their families have the opportunity to see the centre and ask any questions they may have. Management will also have the opportunity to gather the necessary information needed to help them determine whether the service can meaningfully and safely meet the Residents' needs.

As part of the placement planning, we will consider:

- The abilities and the needs of the Residents
- Their preferences as to how they like to be supported.
- Any potential risks and how these can be minimised.
- Any health needs and how the service can meet these.

When a decision is made for a Resident to start attending the day centre, a senior staff member will create a folder for the Resident which will include all protocols, plans and assessments relevant to the Resident's needs for the staff team to follow.