



London Borough  
of Hounslow

# Sandbanks Day Centre Resident Guide



**Sandbanks Day Centre**  
**Beatie Close, Feltham, TW14 9RR**  
**Tel.020 8583 4040**  
**Email. [Sandbanks.DayCentre@hounslow.gov.uk](mailto:Sandbanks.DayCentre@hounslow.gov.uk).**

**ONE  
HOUNSLOW**

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# 1. Introduction

## Welcome to Sandbanks Day Centre



This Easy Read guide tells you important information about Sandbanks Day Centre.



It explains important information like:

**Safeguarding**

**Health and Safety**

**Management of incidents and accidents**



Sandbanks Day Centre provides a day service supporting adults with:

- Moderate to severe physical and learning disabilities
- Autism Spectrum Disorders
- Dementia



Up to 40 people can attend daily.

Our service helps you:

- **To develop your independence**
- **Make friends**
- **Stay healthy**
- **Learn new skills**

**We promote all and celebrate Residents**



**cultural and religious beliefs  
choices**

**We provide care and support in a respectful and safe manner.**

## **Opening and close times**



**The Day Centre is open at 8am Monday to Friday**



**We close at 5pm Monday to Friday**



**You can contact us on 020 8583 4040**



Or email us at [Sandbanks.DayCentre@hounslow.gov.uk](mailto:Sandbanks.DayCentre@hounslow.gov.uk)

## 2. Facilities



**Sandbanks Day Centre is accessible for everybody.**



**There are two large lounges that interconnect.**

**Each lounge has a kitchen facility.**

**We have space to securely store medications, lunches and to prepare hot and cold drinks.**



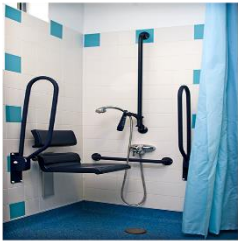
**The lounges have large screens and projectors for movie afternoons.**



**Wi-Fi is available across the centre**



**We have a sensory room where you can relax.**



**The centre has a changing room facility**



**We have a large garden which is used for outdoor games and garden activities**

### **3.Our Aims**

**Sandbanks Day Centre provides a flexible and reliable service.**



**We promote making choices.**



**Independent living skills.**



**Increasing your confidence.**



**Our care is centred around your needs and delivered in a supportive environment.**

We put our Residents first by:



**Making sure you feel safe and feel valued**

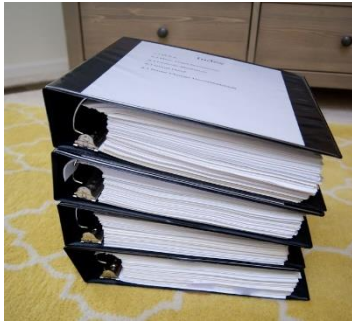


**Encouraging you to take part in decisions and develop your independence.**



**Providing opportunities for you to make friends and learn new skills**





**Making sure there is a care plan and a key care worker for you**



**Providing activities which you enjoy**



**Making sure we check how you are getting on by having regular meetings.**

We will make sure we:



**Employ staff who can support you and have the right skills and training to care for you**

**We collect your feedback so that we can find out about:**



**What changes we need to make?**

**What specialist support and advice we need to take to make our service better for you.**



**We will then:**



**Keep you informed of any changes about the service and how these affect you.**

## **4. Staff Team**



**The Day 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 are trained to support you, this includes:  
Training includes Manual Handling Training, Passenger Assistance Training.**



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



**All staff complete medication awareness training.**



**All Residents are allocated a key care worker.**

## **5. Programme of Activities**

**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



## Animal Care



## Movie Afternoons



## Themed Days and Cultural Celebrations



## Sensory Gardening



**Wii Games**



**Baking**

## **6. Other Support**

**We work closely with relatives/carers and professionals involved in supporting residents.**



**And with:**

**Adult Learning Disability and Autism Service (ALDAS)**

**Hounslow Adult Learning Disability Health Team (HALDHT) and Localities Teams.**



**These teams include Social Workers**



**Physiotherapists**



**Speech and Language Therapists**



**Community Nurses and Dieticians**

## 7. Health & Safety



The centre is fitted with a Fire Alarm and sprinkler system.



We do regular checks of all fire equipment.



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



**Every resident has a Risk assessment.**



**Residents with mobility and personal care needs will be supported.**



**Hoists used for supporting residents are also checked before use and serviced regularly.**



**All staff complete medication awareness training.**



**All medication is kept in a lockable cupboard in the lounges**



**Medication will NOT be given without consent and clear written instructions in place**





**All Incidents and accidents need to be reported to staff.**

**Other related paperwork, such as behaviour or body charts are completed, where appropriate.**

**Social Work Teams and families are informed of incidents/accidents.**

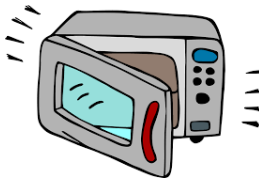
## 8. Meals



**Residents need to bring in a packed lunch in an insulated flask or lunchbox.**



**This should include suitable food for your dietary needs**



**needs.**

**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**



**Care workers will help you if you require assistance.**



**Tea, coffee, cold drinks and are available.**



We have a morning break where biscuits are also available.

## 9. Consultation



On occasion we will send out questionnaires for Residents and their Relatives/ Carers to complete.

This helps 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



The London Borough of Hounslow has a NO GIFT policy.

Please do not bring staff any presents or money.

## 11. Safeguarding Adults

Safeguarding means making sure you are safe from abuse and neglect.



Abuse is always wrong and should not happen.

If this is happening to you or your friends, you should always tell someone you trust.

We may have to contact a Social Worker or the Police if you report abuse.

## Confidentiality



We will keep your personal information confidential in line with the General Data Protection Regulation (GDPR).

Please see the link below for London Borough of Hounslow Privacy notice.

[https://www.hounslow.gov.uk/info/20110/open\\_data\\_and\\_information\\_requests/1365/data\\_protection](https://www.hounslow.gov.uk/info/20110/open_data_and_information_requests/1365/data_protection)

## 12.Complaints and Compliments



If you are unhappy about anything you can speak to staff or Centre Manager.

Sometimes we can solve your problem by talking to a member of staff.



If you feel your complaint has not been dealt with you can make a formal complaint by contacting The Customer Relations team on

020 8583 3333



Or emailing [complaints.crt@hounslow.gov.uk](mailto:complaints.crt@hounslow.gov.uk)



Your complaint will be taken seriously, and you will be treated fairly



We would like to know when we have done something well. This is called giving us a compliment.

You can do this by:

Speaking to staff

Writing a letter

Sending an email to [complaints.crt@hounslow.gov.uk](mailto:complaints.crt@hounslow.gov.uk).

## 14. Referrals and Eligibility



To make a referral to Sandbanks Day Centre, please contact:

Hounslow Adult Learning Disability and Autism Service  
(ALDAS) on 020 8583 3553 or email:  
[ALDAS@hounslow.gov.uk](mailto:ALDAS@hounslow.gov.uk)

or the First Contact Team (for older people) on  
020 8583 3100 to request a referral or email  
[adultsocialcare@hounslow.gov.uk](mailto:adultsocialcare@hounslow.gov.uk).

Once a referral is received and the eligibility met, we will contact you.

We will meet with you and your family so that you can ask any questions and we can find out about your support needs.