

Day Services

Opportunities at the heart of your community



A Guide to Day Services

Welcome To Day Services

Day Services are part of Bury Council's Adult Care Services. We offer daytime support for people aged 18 and over, who have a learning and/or physical disability and live in Bury.

We take a 'person centred' approach, and will support you to develop the skills and knowledge that you need to express yourself as a unique individual and feel confident within your local community.

Day Services will help you to be independent in as many areas of your life as possible, by supporting you to make choices and be in control of the decisions that affect your life. We can support you to develop life skills, to build relationships with other people and to take part in things in and around your own community.



Our staff can support you to explore life's opportunities and access a range of different leisure activities, health services, community resources, education and employment opportunities.

The Day Service can also provide support to your family or carers, by offering them advice, practical support and respite breaks away from their caring responsibilities during the daytime.

Day Service Activities

The Day Service can support you to take part in a wide range of activities, either inside our bases or out in the community. Here are some of the activities we already support people to do:



- Cookery
- Arts and Crafts
- Swimming
- Community Activities
- Aromatherapy
- Wheels 4 All
- Multi-Sensory stimulation
- Computers
- Games
- Music
- Exercise
- Day Trips
- College

We also can offer opportunities for you to be supported in occupational settings to develop your skills and provide work experience. Our Volunteering Scheme supports people in a variety of workplace settings both in Bury and in neighbouring areas.



The Day Service is a flexible service that can tailor your support around your individual needs.

These are just a few examples of the types of activities that Day Services can support you to take part in. If there is something particular that you would like us to support you with, all you need to do is ask!

Supporting You

Day Services will support you in a way that promotes your independence, gives you choice, shows you respect and maintains your dignity.

Our staff can provide you with the support you need to take part in activities, to have meals and drinks, to go to the toilet and to take your medication as it is described in your individual support plan. We can also support you to meet your individual cultural, spiritual or religious needs.



We will encourage you to do as much for yourself as possible to help you develop your skills, build relationships with other people in the community and make decisions about your life.

Activities

We will support you to take part in a wide range of activities, help you to travel as independently as possible, use community facilities or attend college if you want to. We will do a 'risk assessment' of all activities before you do them to make sure that they are safe to do.



When you are supported to do activities that cost money you will need to pay for these yourself. Sometimes you may need to contribute to staff or transport costs for activities in the community, for example admission costs or bus fares. If there is anything that you need to pay for, we will send you a letter to explain and a receipt for your payment.

Meals

Meals are not provided by Day Services. We will support you to have meals in the way you choose for example, taking part in a cookery group to prepare a meal, bringing in your own packed lunch, heating up a pre-prepared meal or having a meal delivered by the Community Meals service. If you go out for lunch you will buy your meals in the normal way, for example in a café or a sandwich shop.



Medication

If you take your own medication we will provide a safe place for you to store it. If you need support to take your medication, we will keep it in the medicine cupboard until you need it. Medicines must have a pharmacist's label with your full name, the medication name, the dosage and time of administration on it. We cannot give out medication to you if this information is not on the label.



Money

If you need support to keep the money you need for your meals or lunches safe, Day Services can store a small amount of money for you. Your money will be recorded and kept locked away until you need it. The Day Service Manager will do regular checks to make sure there are receipts for the money you spend.

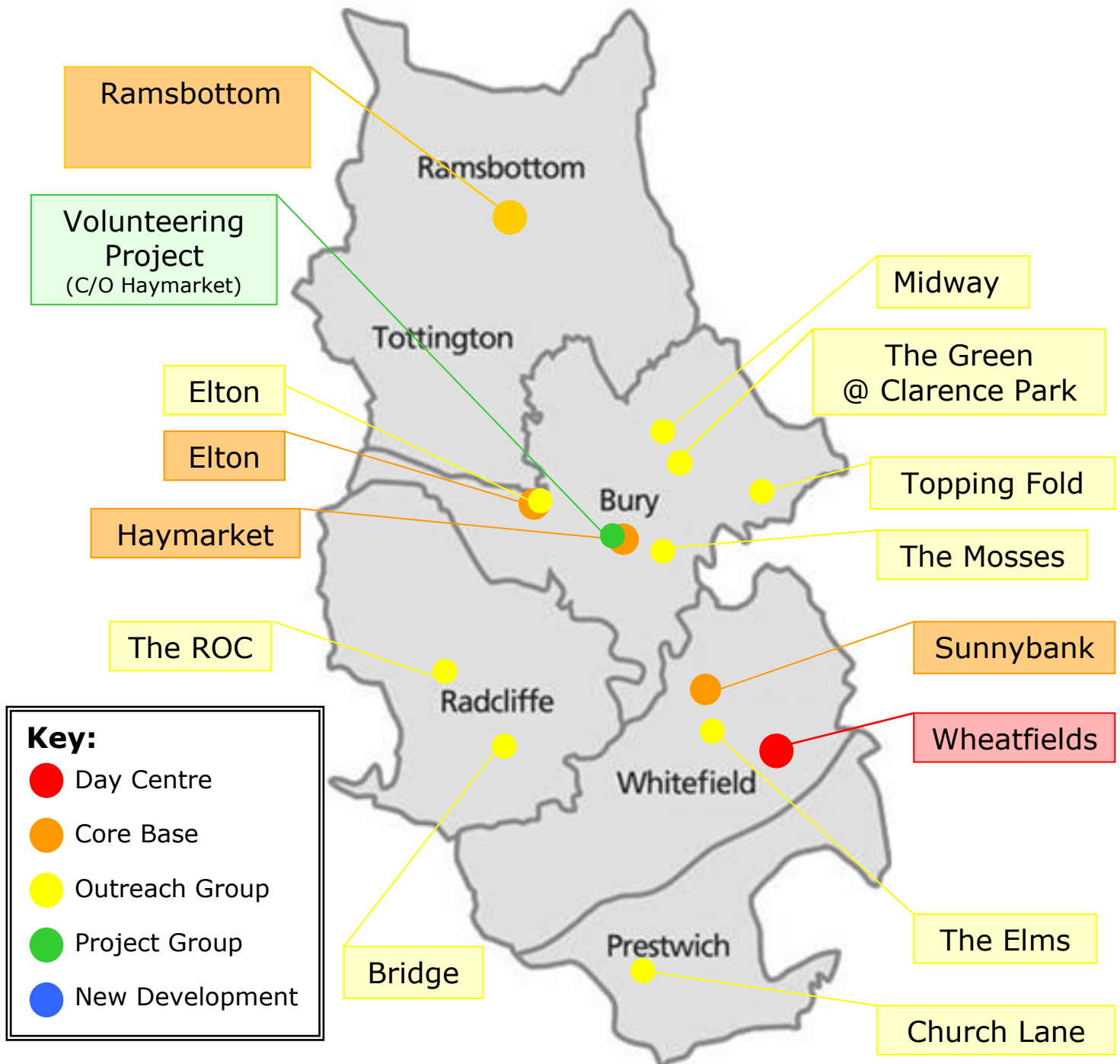
Personal Care

If you need support to go to the toilet, you will need to bring your own incontinence pads, cleaning supplies and change of clothes to Day Services. Any soiled clothing will be returned to your home for washing.

Day Services cannot support you to attend health or medical appointments. However, in emergencies we will support you to an Accident & Emergency or 'Walk In' centre until your family/carers arrive.

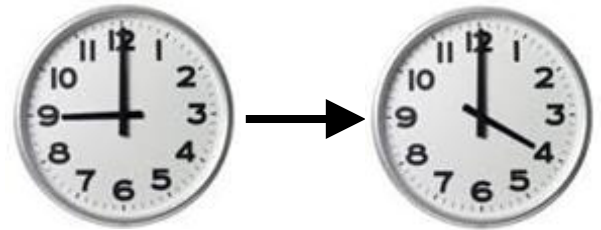
Day Service Bases

The Day Service currently operates services via 2 large day centres, 3 core bases, 8 outreach groups and 1 volunteering project, although some of these bases may change in the future as we work to develop and improve our service. We are also currently developing 2 new services in the Ramsbottom and Walmersley areas of Bury.



Opening Times

The Day Service is currently open Monday to Thursday from 9am till 4.30pm and Friday 9am till 3pm, excluding Bank Holidays.



You may choose to attend the Day Service for a half day (3.5 hours) or for a full day (7 hours). For example, you may decide to just attend Day Services in the mornings or just in the afternoons.

Standard sessions in the Day Service usually look like this:

- Morning Session (AM): 9.00am – 12.30pm
- Afternoon Session (PM): 12.30pm – 4.00pm



These timings are used as a rough guide to the day.

If you choose to buy a half day session we can be flexible with the times that you attend Day Services based around your individual needs.

The Day Service is a flexible service that can tailor your support around your individual needs.

Day Services will support you in a way that promotes your independence, gives you choice, shows you respect and maintains your dignity. We can also support you to meet your individual cultural, spiritual or religious needs.

Quality Day Services

Our staff are organised into teams. Each team has a Senior Day Service Officer who manages the overall work of that team. Day Service officers provide support to people on a day to day basis, and are supported by Day Care Assistants who work alongside them to provide personal care and support to people who have complex needs.

High Quality Support

To make sure that staff in Day Services provide high quality support and behave appropriately to people who use the service, in a way that is lawful and respectful, there are a number of training courses, policies and procedures in place to guide their work:

- The Vulnerable Adults Policy
- Health and Safety Policy
- Recording of Personal Information
- The Confidentiality Policy
- The Medication Policy
- Physical Intervention Policy
- Security of Customers Money
- Mealtime Support Guidelines
- Sexuality Practice Guidelines
- Personal care Practice Guidelines
- The Equality and Diversity Policy
- Safeguarding Vulnerable Adults

Quality Assurance



To make sure we provide a high quality service, our Service Manager completes regular unit checks of our bases to look at how well we meet standards of quality and safety. We also gather regular feedback from our customers about the service they receive, and how we can improve, through our Annual Satisfaction Survey.



Cost to attend

The amount that you pay for using Day Services will depend on the level of support that is required to meet your individual needs and your individual financial circumstances.

There are 4 bands of support offered by Day Services. We will complete a banding assessment with you and your family or carers, to identify which price band would apply to you.



The banding assessment looks at the amount of support you need in different aspects of your life. This includes things like personal care you need, your mobility and your health, the support you need to take part in activities and the support you need when you go out in the community.

Once we have completed your banding assessment, your social worker will use this information to help them calculate the overall cost of your care package.

To make sure that you continue to pay the right amount for the support that you receive from Day Services, your price banding will be reviewed each year as part of the annual review of your care package.

Transport

If you have your own motability or mobility cars, we expect that you will use these to get to and from Day Services. If you do not have your own transport, Day Services may be able to support you with transport if there is nothing more appropriate available for you.

To access this service you will require an assessment of need, and a fee will be charged in addition to the daily cost of attending Day Services.

Customer Feedback

We always welcome feedback as it helps us to make our service even better for the people we support, their families and carers. Here are some of the things that people have said about Day Services.

"My son enjoys going to the centre very much, the staff are so kind and supportive. If he couldn't go to the centre there wouldn't be much else for him to do. I have nothing but praise for the staff, they are very caring, supportive and very helpful." **RK**

"I like going to Mosses because I meet my friends so I am not lonely at home on my own. I love everything that we do like dancing, drama, keep fit, sewing and card making. All the staff are very nice and helpful." **CW**

"I think the day centre is fantastic and I would not change anything about it, the staff are fantastic." **JM**

"I like to get involved in organising coffee mornings and doing some fund raising. I enjoy both groups I attend and I like all the staff who help me." **GJ**

"We are very happy with the day service and it plays a very big role in J's life, where she meets her friends, makes jewellery, does karaoke, plays sports and the jobs she does to help others. The staff are excellent and caring and understanding, and go that extra mile. They are always striving to make the service users happy and are always finding lots of things to do - hats off to them all." **JM**

"I have had 20 years wonderful service from all the staff at Whittle Pike." **PB**

"I am very happy at Elton and enjoy the time spent with my key worker and friends." **LB**

Accessing Day Services

If you are interested in using Day services you can contact one of our Service Managers for an informal chat to find out more about the service or arrange a visit to one of our bases:

- Robert Laing, Day Service Manager
Tel: 0161 253 6697 or 07789508396
Email: R.Laing@bury.gov.uk
- Helen Yates, Day Service Deputy Manager
Tel: 0161 253 6697 or 07875565054
Email: h.l.yates@bury.gov.uk



If you would like to make a referral to Day Services for yourself or someone you know, then you can contact Adult Care Services by:



Telephone: 0161 253 5151



Online at: <http://yourcareyourchoice.bury.gov.uk/>



Face to Face: Connect and Direct, Textile Hall Manchester Road, Bury, Lancashire, BL9 0DG.

Eligibility Criteria

To access Day Services you need to have a social care assessment.

If you have a learning and/or physical disability and do not meet the assessment criteria, Adult Care Services may be able to help you in a different way by signposting you to more appropriate organisations, or offering you information and advice about other support services in Bury that are available to you.

