

# Forest Park Day Centre



**27 Worlds End Hill, Forest Park  
Bracknell, Berkshire, RG12 0XH**

**Telephone: 01344 422048**

## Who is the Centre for?

- The Centre was set up by Age Concern Bracknell Forest to provide a service for elderly people with Dementia living in and around Bracknell Forest Borough.
- We aim to help people whose health and wellbeing will gain most from a service that provides an enjoyable form of social, mental and physical stimulation.
- Being a local charity we are non-profit making and our costs are supported by grants, gifts, donations and voluntary effort.
- Because care is inherently expensive to provide, we want to make best use of our limited facilities for the benefit of the residents of Bracknell Forest.
- We want to help prolong the time for which people can continue to live in their own homes within the community.
- We want to work with and provide help and relief to the families, friends and network of other carers who support our members.

## What do we provide?

We care for the elderly in a friendly atmosphere and homely surroundings.

Whilst recognising their special needs, we place great importance in respecting our members as individuals and aim for them to feel comfortable and at ease.

The Day Centre is in a quiet residential setting. The building was purpose built to be secure while allowing the elderly the freedom that they would expect in their own homes.

There is also a very pleasant, small enclosed garden which is well used by our members in the warmer months.

We work in partnership with professional services, including Social Services, Community Mental Health Team, and GP Surgeries, to ensure the well-being of our members.

Our members may be entitled to Attendance Allowance and other financial support and we can refer to other organisations that can provide information and advice regarding benefits.

## Additional Services

We operate a toe nail cutting clinic. This service is provided by qualified Foot Health Practitioners every Monday, Tuesday and Wednesday; a hairdresser attends the Centre two days per week.

We are not registered to provide medical treatment or personal care such as bathing but visits can be arranged for doctors, nurses and therapists and our wet room is available for use attended by family or qualified carers.

## Further Details

If you would like more information, have any queries or would like to arrange a visit to view the Age Concern Day Centre, please do contact our Day Centre manager, Mrs Kim Dawson, who will be pleased to talk to you.

Enquiries on 01344 422048 between 9am and 4pm.

## Compliments and Complaints

We want our service to be the best possible, so your feedback is important to us. If you have a suggestion to make to improve the service - please let us know.

Our compliments and complaints policy is available in the Day Centre and also published on our website.

<http://www.ageconcernbracknell.org.uk/daycare.asp>

You can also review us on our Facebook page.

## Carers

We are sympathetic to the needs of carers and relatives who need to provide twenty-four hour support and supervision. The normal hours we operate are designed to be cost effective and make best use of our minibus and staff, but it is important to us to also provide the most respite we can for carers. We are always happy to discuss timing and try to fit our constraints to carers' needs, to provide extra days if available, or to provide morning or afternoon short breaks for members.

Our manager likes to maintain ongoing contact with relatives and carers and discuss concerns such as changes in behaviour.

## Our Staff

We have a closely knit and experienced core team of seven carers to operate the minibus and supervise meals, refreshments and activities. They are assisted by volunteers who are sympathetic to the needs of our members.

Our staff and regular volunteers are trained in Health and Social Care, manual handling, vulnerable adults, food handling and medication so we can assist with all the needs of the elderly.

In order to avoid unnecessary cost overheads, the centre is not CQC registered. Therefore our staff cannot provide treatment or personal care. However they are trained to the same standard as registered homes, and are able to respond to issues and call on appropriate professionals.

## Community Links

Through providing a 'Home from Home' for our members, we help to enable them to continue to live on their own or with their families and carers in the community. Important to that are Age Concern's own links within the community

## A Typical Day

Members are usually collected and returned to their own home in our mini-bus, which has a low step and a wheelchair lift. All journeys are escorted by one of our regular team of trained carers who assists members on and off the vehicle and into the building.

The minibus makes two round trips in the morning and again in the afternoon. The first collection departs the Centre at 9am and the first return trip leaves at 3pm. Members can be in our care for up to six hours (depending on bus routes which may be varied to accommodate special needs of some members).

It should be noted that we emphasise social interaction and therapeutic activities. We take pride in the fact that our members enjoy the day without any need for a television.

On arrival at the Centre, members are welcomed with tea and biscuits. A two course cooked lunch is served and hot drinks are available throughout the day.

By arrangement, members may be dropped off at the Centre by their own family or carers after 9am and collected before 4pm, if or when that is more convenient.

## Activities

The place often buzzes with laughter and singing because we constantly encourage group participation and do not have a separate activity room. Our activity organiser arranges and leads a wide variety of daily activities which are joined by our volunteers and other staff. For example:

- Singing, music and entertainers
- Reminiscence therapy
- Social games and bingo
- Arts and crafts
- Armchair exercises

Members are encouraged to participate in activities but it is always entirely by choice and we respect their right to choose how to spend their time.

## **New Members**

Members are referred to us by Social Services, Care Homes, and local health professionals; or directly by relatives or carers who feel they would qualify for and benefit by attending the Centre. We are happy to discuss candidates and arrange a visit to the Centre. In order to assess applications for membership, we require personal details completed on a referral form that must be approved by Social Services, GP, or other healthcare professional. All personal information will be used sensitively and in confidence.

If candidates have not already been assessed by Social Services we may need to ask several questions in order to make sure that our service is suitable in comparison or in combination with other adult care. Before membership is confirmed, candidates attend a trial day to verify that the service suits them. Each member has an individual care plan which we review regularly. We may also discuss progress with a care manager if one has been appointed.

The Day Centre is open from Monday to Friday and we can cater for twenty members per day. Membership is for one or more specific days each week, depending on needs. If there are no vacancies on a required day, or we do not have capacity for particular needs such as wheelchairs, the candidate may be added to a waiting list. When allocating places we may consider level of dependency, potential benefits to the member, and benefits to carers as well as practical constraints such as transport routes.

## **Applications for Membership**

Please enquire by telephone to 01344 422048 between 9am and 4pm, Monday to Friday, to discuss and make an appointment or email [daycare@ageconcernbracknell.org.uk](mailto:daycare@ageconcernbracknell.org.uk)

## **Terms and conditions**

When membership has been confirmed, members are allocated one or more specific weekdays to attend the Day Centre and a place is reserved for them each week until further notice. A fee is payable for reserved days whether or not the member attends. The reserved days may be terminated at two week's notice.

The normal fee for attendance is inclusive of refreshments, care and assistance as needed, transport to and from home, organised activities and a two course hot lunch. Since October 2013, the daily fee is £23 (the cost of providing the service is £32).

If the member is absent for any reason without notice, the full fee is payable.

A reduced fee or "cancellation charge" is payable if non-attendance has been notified and agreed by the previous day. This includes planned absences such as holidays or hospital treatment. As of October 2013 the cancellation charge is £11.50.

If a member occasionally wishes to attend an additional day, this can be arranged if we have a spare place available. For occasional days, the full fee is chargeable but a cancellation charge would not apply.

If a member wishes to attend for 2 hours between 9:30 and 12:30 or 2:00 pm and 4:00 pm, for example if your carer is able to bring you to the centre while shopping, we will be pleased to have your company. This must be by prior agreement and a "drop-in" fee will be charged. As of October 2013 the drop-in fee is £6.

Age Concern reserves the right to terminate membership or reservations immediately, at the discretion of the Day Centre Manager. For example if we are no longer able to provide the necessary level of care, because a member's needs have increased or our facilities are reduced.