



# Birtley Centre

Statement of Purpose

## Gateshead Council Day Opportunities

### Mission Statement

"Our focus is to work with individuals and support them to achieve their aspirations and a life in their communities."

"Our aim is to provide flexible, person-centred support that will enable people to access a range of opportunities and live the life of their choice."

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### Contacts

Birtley Day Centre  
Harras Bank  
Birtley  
Co Durham  
DH3 2LN  
Tel: 0191 433 6069

### Different Formats

If you would prefer this leaflet in large print, Braille or on audiotape, CD or in a different language please contact the day service manager on 0191 433 6069.

## **1 Service Description**

Birtley Centre offers support to adults with a learning disability. The service is located on Harras Bank, which offers easy access to local services. Local facilities within walking distance include shops, library, health centre, churches and good public transport links. The focus of the service is to support people to maximise their independence within the local community by using a person centred approach, in accordance with the White Paper, Valuing People Now.

## **2 The Organisational Structure of Birtley**

**Manager** - Responsible for overall management of the service supported by

**Deputy Manager** - Supporting the manager to work with the team

**Part Time Business Support** - Provides administrative support to the service

**Day Centre Officers** who have skills in the following areas

- Promoting independence
- Group work
- Community Development
- Partnership Working
- Positive Risk Taking
- Moving and Handling
- Person Centred Approaches

Day Centre Officers work with a person to achieve outcome focused plans.

### **Carer/Driver**

Responsible for driving the minibus and give assistance to people who need support to access the service and activities in the community. Work alongside and give assistance to the Day Centre Officers.

### **Relief DCOs**

'As and when required' staff who will support people in the service when there are gaps due to staff holidays and sickness - to provide a consistent service

Birtley Centre also employs catering and cleaning staff to offer a comprehensive service.

## Training

Staff are trained to a minimum NVQ level 2 in Health and Social Care and managers to NVQ level 4 in management or equivalent, and attend mandatory and other training relevant to their job role and needs of the customer. This includes:

- Moving and Handling
- Health and Safety
- Protection of Vulnerable Adults
- Food Safety
- Person Centred Awareness
- First Aid
- Epilepsy Awareness
- Cultural Awareness
- Emergency Medication
- Deaf/Blind Awareness
- Dementia Awareness
- Mental Capacity Act
- Deprivation of Liberty
- Supporting Complex Needs
- Outcome Focused Support Plans
- Community Bridge Building
- Total Communication
- Team Teach
- Advocacy Awareness
- Equality and Diversity
- Fire Safety
- C.O.S.H.H
- Administration of medication
- Customer Care
- Data Protection

Many staff take the opportunity to train above the minimum qualifications recommended and have higher qualifications than those listed.

### 3 Aims of the service and Quality Standards

Birtley Centre works in productive partnerships with other professionals and agencies to ensure the wishes of the individual can be achieved through development of effective outcome focused plans, communication strategies and service delivery that can be evidenced against Quality Standards Framework for Gateshead.

We ensure service users are encouraged to become involved in any decision making process in all aspects of their care and informed and consulted when service decisions are to be made in line with Gateshead's Quality Framework. Below are quality standards the council promotes for people who use the service.

Outcome and Quality Standards	
I make everyday choices	I am part of my chosen community
I make important decisions about my life	I have the chance to work for money
People treat me with respect	People listen to my family
I take part in everyday activities	I am safe
I have friendships and relationships	I get help to stay healthy

### 4 Range of Needs

The service is available to adults with a learning disability who have been assessed by a social work care manager as needing a day service. The service will be tailored to the persons needs identified in the care plan.

### 5 Eligibility Criteria

Individuals wishing to access day opportunities will be assessed under fair access to care as to their eligibility to Council services. Following this assessment recommendations will be made as to how best to meet the needs of the individual, and which service, or parts of services best meet their personal requirements.

- The service is available to adults who are aged eighteen and over
- The service provided is available Monday - Friday, 9am - 4pm

## **6 Operation of the Service**

Staff at Birtley work in a person centred way to offer support to people who use the service to meet their needs, choices and aspirations. Each person will be assisted to develop an Outcome Focused Support Plan. This will form the basis of how people will be supported when they use the service.

To achieve this we work with a range of partners, supporting people to access community based opportunities and offering people appropriate support within the service, which could include opportunities in:

- Education (in house and external)
- Employment
- Work on an allotment
- Leisure and Recreation
- Culture
- Communication and Signs & Symbols
- Voluntary Work
- Social Enterprises
- Independent Living Skills
- Travel Training
- Art & Design
- Photography
- Healthy living
- Involvement in network/partnership groups

Staff work into domains which focus on promoting

- Sports and Leisure
- Employment
- Arts and Culture
- Education

The team also has a communication champion to promote total communication across the service.

Birtley has modern facilities and equipment and has been designed in line with the most recent DDA standards. The service can support the personal care of individual's with physical disabilities.

Birtley has strong links with other community groups and hosts within the building a nursery, provides office accommodation to NVQ workers and Community Links Volunteer Service. In the evening the building hosts a Youth Club.

The kitchen also provides a meals on wheels service for people in the local community.

## **7 Dealing with concerns/complaints/compliments**

People who use the service and their carers have the right to raise concerns, make complaints and compliments about the service they receive. They can do this in person, or through an advocate, by talking to staff at the service or by contacting the Social Care Complaints Officer, Gateshead Civic Centre on telephone number 0191 433 3000.

## **8 Adult Care Services Service Plan 2008 - 2011**

### **1 Improved Health and Emotional Wellbeing**

Provide support and opportunities for individuals, groups and communities to have more control and influence over their health and emotional wellbeing.

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### **2 Improved Quality of Life**

More people, including family carers, participate in their communities; have work, leisure, and the opportunity to feel fulfilled and valued.

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### **3 Making a Positive Contribution**

Enable people, including our most vulnerable adults, to contribute to their community, family and friendships.

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### **4 Increased Choice and Control**

Accessible information and support is available to help people to make informed decisions about how their care can best be delivered.

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### **5 Freedom from Discrimination and Harassment**

Promote equality through showing respect for all, providing personalised services and promoting the equalities agenda for everybody.

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### **6 Maintaining Personal Dignity and Respect**

Individuals, family carers and communities, experience standards of care that respect them and allow them to make choices and take decisions.

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### **7 Economic Wellbeing**

Increase the opportunities for people to improve their financial circumstances.



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