

Chase Park Centre



Service User Guide



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Introduction

This guide gives you information about Chase Park Centre.

Chase Park Centre wants you to be as independent as possible within the service and within the local community.

An outcome focused support plan will be designed around your preferences, and will say what you want to do when you come to Chase Park Centre.

Chase Park Centre staff are very experienced and receive lots of training so that they can help you to meet the outcomes agreed in your support plan.



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Who runs the service?

These are the managers who make sure Chase Park Centre runs properly.



Team Manager
Renee Laybourne



Manager
Jeff Hood



Co-ordinator
Gillian Bolam

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What does Gateshead Council do?

Gateshead Council has lots of services for people with learning disabilities such as:

- Day Services
- Housing and Family Support Service
- Independent Supported Living
- Short Break Service
- Shared Lives

They also support carers to continue in their caring role through short breaks, and support people with learning disabilities to maintain their own tenancies in the community.

Gateshead Council employs and trains all of the staff who work at Chase Park Centre to ensure a skilled and committed staff team supports you and other using the service to a high standard.



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Chase Park Centre aims to:

- Help you to become as independent as possible within the service and within the community
- Help and support you to make choices about your life
- Help you to live a life that you enjoy
- Make sure you are treated with dignity and respect
- Make sure everyone is treated equally and fairly
- Support you with staff who have the skills, knowledge and ability to help you
- Make sure you have an outcome focused support plan
- Help you to try new things
- Help you to make new friends and stay in touch with old friends

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- Make sure you are supported to understand information to help you make choices
- Help you to stay safe
- Have good systems in place to give you the best possible support
- Help you to stay fit and healthy
- Listen to your family



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Principles & Quality Standards

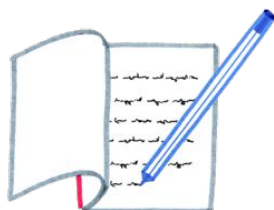
In Chase Park Centre we will respect your rights to:

- Privacy
- Confidentiality
- Independence
- Safety
- Risk taking
- Civil rights
- Making choices and decisions
- Being happy
- Being treated equally
- Being treated fairly at all times
- Being listened to and heard
- Have your voice count



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In Chase Park Centre you will be responsible for:

- Treating other people fairly
- Treating other people with dignity and respect
- Controlling your behaviour
- Carrying out the aims in your outcome focused support plan
- Getting involved in the day to day running of Chase Park Centre



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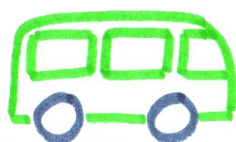


What Chase Park Centre provides

Chase Park Centre supports people with a learning disability.

Many people also have other disabilities and needs. Chase Park Centre staff are trained to meet most needs. This might include:

- Sensory impairment
- Epilepsy
- Mental health problems
- Physical disabilities
- Behaviours that challenge
- Personal care
- Administering medication
- Travel support



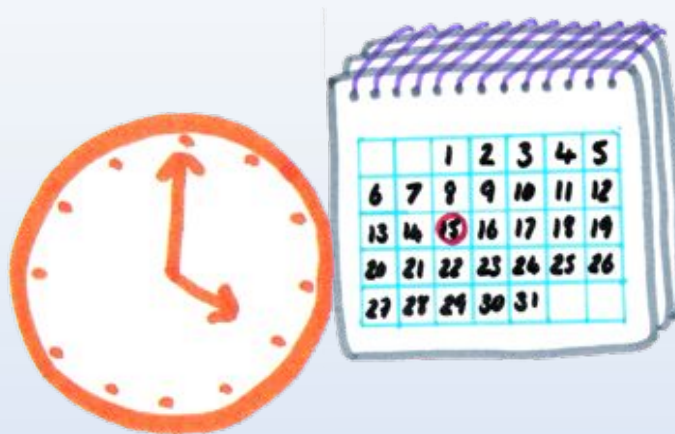
Chase Park Centre supports people who are 19 years of age and over. The amount of support you get depends upon your assessed needs. This will be written in your Support Plan,

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Person Centred Plan or your Outcome Focused Support Plan.

Chase Park Centre is open Monday to Friday
9am - 4pm.



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Staffing

Gateshead Council makes sure that all staff has the right qualifications, knowledge, skills and experience to do their jobs well.

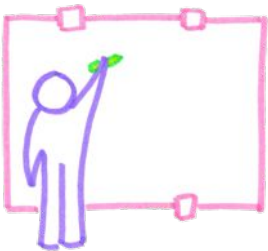
Chase Park Centre staff are very well trained and are always learning new ways to help and support people.

Staff all receive at least six supervisions sessions each year which includes an annual Achievement and Development meeting and six monthly interim meeting to make sure Chase Park Centre's standards of training and development are high and good quality standards are maintained.

In Chase Park Centre there are:

Community Services Manager

Responsible for overall management of the service supported by



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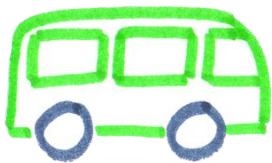


Community Base Co-ordinator

Supporting the manager to work with the team.

Day Centre Officers

Responsible for meeting the daily needs and aspirations of people in accordance with their Community Care Assessment, Outcome Focus Plans and Person Centred plans.



Driver Support Worker

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 Staff

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

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Health and Safety

Health and Safety is very important to you and to Gateshead Council.

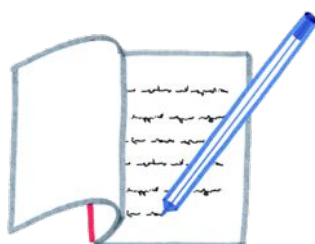
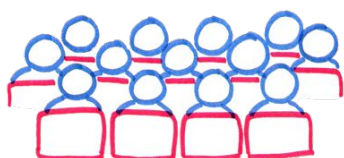
We will help you to stay safe in your service and in the community.

Gateshead has a Health and Safety Policy available for you to read. This looks at how we keep you safe and can be explained to you by the staff.

All staff do Health and Safety training, as this is an important part of their job.

Gateshead has a Health and Safety Officer who makes sure we do everything right and follow the policy.

Risk Assessments will be done to help you to feel safe and become more independent.



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What needs to be done before I can use the service?



If you would like to use Chase Park Centre a few things need to be done before this can happen.



Talk to your care manager about day opportunities at Chase Park Centre.



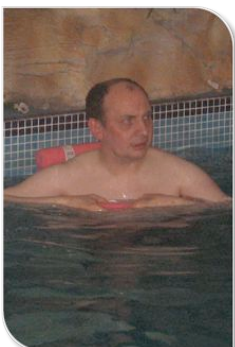
The manager and staff at Chase Park Base will talk to you to see if Chase Park Centre is the right place to meet your needs.



If your care manager and Chase Park Base staff agree that we can fully meet your needs then you will be fully involved in developing an Outcome Focused Support Plan. This will form the basis of how you will be supported when you use the service.



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What support and opportunities will be available to me?

Staff at Chase Park Centre work in a person centred way to offer support to people who use the service to meet their needs, choices and aspirations.

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
- Employment
- Health
- Leisure and recreation
- Social enterprises
- Independent living skills
- Voluntary work

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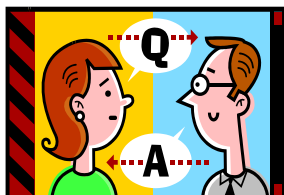
Chase Park Centre was initially developed to enable people to be resettled from long stay hospital into their community, but consideration is now given to people who live within the local area.

Chase Park has a designated care area, which is equipped with a gantry hoist, mobile hoist, changing bed and a wheelchair accessible toilet. We also have a separate toilet with wheelchair access.

The service has a communication champion who works closely with Speech and Language therapists to promote total communication across the service.



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How can I have my say?

Staff will support you to take an active part in the day-to-day running of Chase Park Centre. Your wishes and needs will, wherever possible, determine what you do during your day.

We will always try to ensure:

- You decide how you would like to spend your day
- There is information available to help you choose/decide
- People will help you understand the decisions you make and what it means
- People will not take over
- Meetings will be arranged to talk about what you want
- People will talk to you in a way you understand - signing, pictures or touch

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Tell



What can I do if I'm unhappy?

You can complain if you are unhappy about your service at Chase Park Centre.

You can tell the staff in the service or you can make a complaint to Gateshead Council.

When you use the service, you will be told how you can tell people if you are unhappy about something. This will be kept on your file.

People to contact if you are unhappy: -

Manager of the centre:



Jeff Hood or Gillian Bolam

Chase Park Centre

Front Street

Whickham

Newcastle upon Tyne

NE16 4EE

0191 433 6535

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Still Unhappy? Tell



Team Manager:

Renee Laybourne
Civic Centre
Regent Street
Gateshead
NE8 1HH
0191 433 3000



Still Unhappy? Tell



Have Your Say

Civic Centre
Regent Street
Gateshead
NE8 1HH
0191 433 3000



Still Unhappy? Tell



You can also talk to someone outside of the council

Your Voice Counts

The Old Bank
Swinburne Street
Gateshead
NE8 1AX
0191 478 6472



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Concerns and compliments

We welcome all comments, which are taken seriously and help us to improve.

You or your carer has the right to raise concerns, make complaints and compliments.

This can be done in person or through an advocate.



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.”



Chase Park Centre

Front Street, Whickham
Newcastle upon Tyne, NE16 4EE

0191 433 6535



Different Formats

This document is available on request in a different language, large print, and audio tape/CD. Call 0191 433 6535