



Eastwood Promoting Independence Centre

Your guide
to our service

This booklet sets out what we do and how we help you during your time at Eastwood Promoting Independence Centre. It includes:

- our vision
- the aims of Eastwood
- who works at Eastwood
- what is the building like
- fire procedure
- complaints procedure
- what we provide
- planning your stay
- additional support
- what do I get to eat?
- accident or illness

Our address is:

**Eastwood Promoting Independence Centre
The Drive, Felling, Gateshead NE10 0PY**

Phone: **0191 433 6464**

Fax: **0191 433 6465**

Eastwood has a registered manager available at all times.

Different formats

If you would prefer this leaflet in large print, Braille or on audiotape/CD please contact the communications team at Gateshead Council on 0191 433 3444.

Our vision



We want to provide a welcoming and positive environment for everyone who uses or visits the Eastwood Promoting Independence Centre. All our staff will work to make you feel valued and supported to achieve your goals.

To do this we will work closely with everyone involved with your care - from you yourself, to carers, staff and other external agencies.

We aim to provide an excellent service to all residents of Gateshead who use our service, work with us or support us in any way.

What we provide

We provide respite/short breaks and assessment accommodation for people usually over 65 years of age for around six weeks.

You may come to use after a short period in hospital, a change in your home circumstances or simply for a short respite break. We do not provide intermediate care.

During your stay, we will work with you to improve your independence as well as achieve any individual goals that have been set.

For example, if you need help to improve your mobility, a programme will be put together by your physiotherapist that we will follow to help you do this. Or, if you have been in hospital and need to regain your confidence with practical skills such as making meals and drinks, we can help you do this safely.

Monitoring

Throughout your stay, we will monitor your progress and regularly discuss your needs and wishes with you. This could be on a one-to-one basis as well as during planning meetings where you can invite members of your family/friends to come along as well.

Discharge arrangements

We will work towards your discharge date, which is usually six weeks from the time you arrive. We will involve other professionals if necessary, such as physiotherapists, occupational therapists, social workers and doctors. They can give you any necessary support for your discharge home.

The aims of Eastwood

While you are with us we will:

- provide an environment that is at all times, welcoming, friendly and inviting; and where you are always treated with respect, dignity and warmth.
- support you to achieve your goals and work with you to improve your independence;
- call you by your preferred name;
- provide you with an individual lockable bedroom. Anyone entering will do so with your permission;
- carry out any personal care in a private area with the minimum amount of staff present to safely meet your needs;
- make sure that you can see visitors, whether personal or professional, in private, either in your bedroom or, with a little notice, we can arrange a private room;
- make sure you are involved in all decision making meetings;
- maintain your privacy and confidentiality; and
- listen to any concerns or complaints you may have.

Planning your stay



Before you come to Eastwood

If following your assessment with your care manager (usually a social worker), it is suggested that you would benefit from a stay at Eastwood, a copy of your assessment will be sent to the manager of Eastwood. This is to make sure that the service they offer is able to meet your identified needs.

Where appropriate a member of staff will then contact you to arrange a time to come out and meet you. This allows you to get to know someone from Eastwood before you come to stay.

You will then be invited to come and have a look around. We will try to make it when the member of staff you have already met is on duty. Once you have visited the centre we will talk about how we can support you to meet your goals. Then the next step is planning a date of admission.

Arriving at Eastwood

When you are admitted there is an information pack in your bedroom. You can't take this with you - but please read it and if you have any questions please ask a member of staff. If you need any copies of the leaflets in the pack, we can arrange for you to get them.

A key worker will be allocated to work with you to act as a co-ordinator. Together with your key worker and other staff we will prepare a care plan that sets out what we aim to do to meet your needs during the time you are with us. This will be monitored as you progress.

Meeting with you

During your stay, we will arrange meetings where all the people involved in your care plan can come together to discuss your needs. You are the most important person at these meetings and you can invite other people in your life to come along if you want. It can be a bit tricky juggling everyone's diary but we will try our best.

Confidentiality

All information we record about you is confidential and we have strict guidelines to follow to make sure it stays confidential. Only staff and appropriate professionals involved in your care may have access to this information. If you would like to see your care plan please speak to the duty manager who will explain the process to you, your rights and any restrictions placed on certain information under the Data Protection Act.



Who works at Eastwood?



There are a range of staff roles within Eastwood including:

- qualified managers
- support workers
- hygiene technicians
- catering staff
- assistant managers
- night time support workers
- administration workers

Our staff are available to talk about your progress, arrange any progress meetings and generally share any concerns you have about your stay. It is important to talk as we need to know what you think of the service to shape it and make it as good as it can be.

Additional support

As necessary the following will visit:

- doctor
- district nurse
- physiotherapist
- occupational therapist
- social worker

You can also see any other professional you would normally see either by appointment or at your invitation. For example, if you ask your private chiropodist to visit, you will be expected to meet any costs.

What is the building like?

There is a small car park at the front for visitors to use. All rooms have a call system for emergency help and a fire detector that is sensitive to smoke and heat.



Foyer area

The foyer has a signing in/out book so we know who is in the building; this complies with health and safety regulations. There are some information leaflets on display, please take any you need.

Lounges

There are lounges both upstairs and downstairs as well as small seating areas. There is a smoking lounge available for service users only to smoke, visitors are asked not to smoke in the building.

Visitor's area

There is a visitor's area - if it is being used please respect that. Visitors are welcome usually from mid morning to mid evening - this is to allow you a bit of time to yourself.

Bedrooms

Bedrooms are on both floors and have en-suite bathrooms with showers, if you prefer a bath, our staff are available to assist you. Television and telephone facilities can be made available in your bedroom during your stay, this is available at your own cost.

Kitchens

There are assessment kitchens which have a cooker, fridge freezer and washing machine as well as the usual equipment.

Office

The office is at the side of the foyer. Our helpful staff will be happy to show you its location.

Gardens

There are gardens to the front and rear of the building, and are easily accessible.

What do I get to eat?

This depends on you, if you are able to make all of your own meals you can use the kitchens, if you need support, then staff will support you.

Basically, it all depends on what you, as an individual, needs. This will be clarified when you begin your stay with the support staff and the catering staff.



What you may need at first may not be what you need after progressing for a period of time. So, as you progress your needs will be monitored and changed. There is a choice of menu and foods available - the catering staff or manager can give you more information.

Fire procedure



In your bedroom on the back of the door is information about the nearest fire exit and evacuation plan, please make yourself familiar with it or ask a member of staff to take you through it. This is a precaution as it is best to be prepared. Evacuation plans are also on the corridor walls.

The fire system is tested around 10am every Monday morning. If the alarm goes for more than one minute this will not be a test, so please follow the evacuation plan nearest to where you are. During the test all fire doors will automatically close, please be aware of this especially if you use mobility aids that could hamper you if they got caught in the doorway.

The assembly point is the front car park. All staff are trained in fire procedures. The Fire Brigade inspects the building and our systems regularly to ensure we meet the appropriate standards.

Accident or illness

Should you have an accident and require assistance use the call system provided. If you are unsure how it works ask a member of staff to demonstrate. All staff have experience dealing with accidents and a number of them are trained specifically in First Aid. If you become ill you can call your doctor or ask staff to call them for you.

Complaints procedure



There is a complaint procedure that is set out in the information pack, which is in each bedroom.

Irrespective of how you choose to communicate or register your complaint, it will be investigated quickly and you will receive a written reply regarding the findings of the investigation.

There is an appeal procedure if you are not satisfied with any part of the written response.

There are a number of ways you can raise concerns or complaints. You can:

- speak to any member of staff, who will either try to resolve the issue or pass it on to a person who is able to deal with the issue, such as the duty manager. The manager will approach to you to discuss further about your concerns if they are unable to resolve them directly. They will discuss the complaints procedure with you and advise you on what to do next.
- contact the customer services manager at Gateshead Civic Centre on **0191 433 3000** who will listen and advise.
- contact an advocacy worker at Age UK Gateshead (formerly Age Concern) on **0191 477 3559**.
- approach the Care Quality Commission, on **0300 061 6161** or email **enquiries@cqc.org.uk**



Produced by Gateshead Council,
Regent Street, Gateshead NE8 1HH

© Gateshead Council, May 2011