



Felling Community Base

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."

Contents

- 1 Service Description
- 2 Organisational Structure and Range of Relevant Qualifications and Experience
- 3 Aims of Service and Quality Standards
- 4 Range of Needs
- 5 Eligibility Criteria
- 6 Operation of the Service
- 7 Dealing with Concerns/Complaints/Compliments
- 8 Adult Care Services Service Plan 2008 - 2011

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Different Formats

If you would prefer this leaflet in large print, Braille or on audiotape, CD or in a different language please contact the base co-ordinator on 0191 433 6538.

1 Service Description

Felling Community Base is a community based day service for twenty five people with Learning Disabilities based within the heart of Felling.

We are central to the local community, which offers easy access to all local services e.g. Shops, Library, Health Centre, Community Centre, Community Park and a number of Churches. The transport links offer easy access to local city's, towns and villages bordering Gateshead.

The focus of the service is to maximise individual independence within the local community, aiming to reduce dependency on support services.

2 Organisational Structure

Community Services Manager

Responsible for the overall management of the Community Bases.

Community Base Co-ordinator

Responsible for the daily management of the service.

Day Centre Officers

Responsible for meeting the daily choices, 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, to assist and support people who need transport to access the service and activities in the community. Also to Work alongside and give assistance to the Day Centre Officers.

Operational Support Assistant

Provides administrative support to the Service.

Relief Staff

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

Training

Staff are trained to a minimum NVQ Level 2 in Health and Social Care and managers to 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 & 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
- Administering Medication
- Customer Care
- Data Protection

3 Aims of Service and Quality Standards

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. All staff are fully aware of the 10 outcomes and quality standards we need to promote 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

Felling Community Base supports the needs of adults with learning disabilities over the age of 18 years to access the service

Monday- Friday between the hours of 9.00 a.m.- 4.00 p.m.

Felling Community Base is a small converted ground floor two bedroom flat with limited facilities for people with personal care needs. We cannot provide support to people who need a changing bed or hoist facilities.

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 recommendation will be made as how best to meet the needs of the individual, and which service, or parts of services best meet their personal requirements.

6 Operation of the Service

Felling Community Base works 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, which will outline how they will be supported when they use the service.

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

- Education
- Employment
- Health
- Leisure and Recreation
- Enterprises
- Independent Living Skills
- Voluntary Work
- Social

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 Tel No 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.

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.

3 Making a Positive Contribution

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

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.

5 Freedom from Discrimination and Harassment

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

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.

7 Economic Wellbeing

Increase the opportunities for people to improve their financial circumstances.



Produced by Gateshead Council, May 2009