



Marquisway

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

Marquisway Centre
Marquisway
Team Valley Trading Estate
Gateshead
NE11 0RS
Tel. 0191 433 6066

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 6066.

1 Service Description

Marquisway day opportunities is a service which offers support to adults with a learning disability and a range of individual needs, situated on the Team Valley Trading Estate (TVTE).

The philosophy of the service is to support people to develop their individual needs, by using a person centred approach, in accordance with the White Paper, Valuing People Now and the Councils Quality Framework for Learning Disabilities.

Marquisway offers a wide choice of activities and opportunities to enable people to reach their full potential, access their local community and lead a safe and fulfilling life.

2 The Organisational Structure of Marquisway

Manager

Responsible for the overall management of the service.

Deputy Manager

Responsible for the overall management of the service in the absence of the manager.

Day Centre Officers

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

Carer/Driver

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

Relief Day Centre Officers

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

Business Support

Provides administration support

Cook

Plans, prepares and cooks meals. Responsible for the every day running of the kitchen.

Kitchen Assistants

Help prepare food and maintain the daily cleaning of the kitchen.

Cleaning Staff

Responsible for the maintenance and cleaning of the service.

Training

Staff are trained to a minimum NVQ level 2 in Health and Social Care and 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:

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

3 Aims of the service and Quality Standards

Marquisway service 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. 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

The service is available to adults with a learning disability who have been assessed by the care manager as needing a day service. The people identified to access the service may require constant observation, 1:1, 2:1 or occasionally 3:1 for certain aspects of their care depending on their individual needs. Some individuals will be part of a larger group.

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

Marquisway 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:

- Art & Design
- Citizenship to list
- Culture
- Communication
- Education
- Employment
- Gardening
- Health
- Healthy living
- Independent Living Skills
- Leisure and Recreation
- Media studies
- Numeracy & Literacy Skills
- Photography
- Social Enterprises
- Signs & Symbols
- Travel Training

Marquisway has modern facilities and equipment to support the personal care of individual's with physical disabilities and high support needs. These facilities include:

- Wheelchair accessible Closimat toilet.
- Changing rooms with gantry hoists and changing beds.
- Adapted shower rooms and with walk in facilities and shower trolleys.
- Laundry facilities.

The service also has its own sensory room.

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

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.



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