

COMPLAINTS

If you feel that the service has not met any of these standards and you wish to complain about it, then in the first instance you would normally tell the centre management about your concern. They must then investigate your complaint and let you have their response within 10 days.

Should you be unhappy with this response then please contact the Customer Care Manager, SS1003 Castle Court, Shire Hall, Cambridge CB3 0AP (phone: 01223 717958). Your complaint will then be investigated further.

If you would prefer not to raise any initial concerns direct with the centre, then you can ask your Care Manager to do this on your behalf.

COMPLIMENTS

Should you feel particularly pleased with the service you receive generally or from a particular worker, do please let the Customer Care Manager know.

If you would like a copy of this leaflet on audio cassette or in Braille, large print or other languages, please contact the Communications Administrator on **01223 717309** or email sonia.fresco@cambridgeshire.gov.uk

Day care services for older people

What you can expect

THIS LEAFLET IS PRODUCED BY:
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REF: GL18 - JULY 2007



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What you can expect

Day care services for older people

Day Care Services aim to help people continue living in their own homes as long as possible by adding to the other support they might receive e.g. home care, community meals. Day services can also help carers by giving them a break from their caring tasks.

If your day care is being arranged on your behalf by a Social Worker or Care Manager then the care may be provided either by our own Day Care Service or by an independent service. However the standards of care should be the same whoever is the provider.

This leaflet tells you what standards you can expect and what to do if you feel those standards are not being met.

CARE PLAN

We will provide you with a written Care Plan which sets out the services you will receive and the times you will receive them.

The day care centre will also have a copy of the Plan.

Your Care Plan will be reviewed at regular intervals to make sure your care needs are still being properly addressed.

INFORMATION

We will provide you with details of transport arrangements, times, activities, facilities and any charges.

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TRANSPORT

If we arrange your transport then we will make every effort to ensure that it is comfortable and punctual. We will try to keep journey times to a minimum though the need to collect and drop off different people at different places can make journeys quite lengthy. If this becomes a problem for you, please tell the day centre.

ACTIVITIES

We will try to offer a choice of daytime activities which are both enjoyable and stimulating. The day care staff will explain exactly what is on offer so that you can decide what you want to do. You should never feel obliged to join in if you do not wish to do so.

MEALS

We will serve you meals which are nourishing, tasty and value for money. As far as we can we will cater for your individual preferences as well as any special dietary needs you might have.

COUNSELLING AND ADVICE

Counselling and advice services will be available if you want them.

PERSONAL CARE SERVICES

Wherever possible we will offer a full range of personal care services e.g. bathing, chiropody and hairdressing. There may be a charge for some of these services.

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STAFF

All staff at the day centre will have the proper levels of experience and skill to carry out the duties given to them.

PRINCIPLES OF CARE

In general terms you can expect services to be delivered in ways which:

- Have respect for yourself and your way of life, paying particular attention to ethnic and cultural issues;
- Involve you in all decisions which affect the delivery of service and take account of your choices and wishes;
- Maintain your self-respect in all situations;
- Give you assistance in a manner which is practical and acceptable;
- Maintain and where possible improve your existing domestic and personal care skills;
- Meet the aims of your care plan.

CHARGES

The charges for attendance at day centres, meals and transport are reviewed every year. Please ask for leaflet C1 if you would like full details. If you feel that the charges cause you undue hardship you can ask us to consider reducing them.