Meldrum House
Day Care Centre
Welcome to Meldrum House Day Care Centre

Meldrum House Day Care Centre is a purpose built building situated in the Greenhills area of East Kilbride. It has 24 places per day Monday to Friday and 12 places per day on a Saturday and Sunday for older people.

The aim of the centre is to support people to remain independent and active members of their local community.

The centre offers a wide range of activities tailored to suit individual needs which can be subject to change. We also consider the choices and preferences expressed by individuals.

Who is eligible for this service?

- If you think that you need Support Services then an assessment will be carried out by a member of staff from your local Social Work team.
- A referral can come from yourself, a relative, a carer, a friend or Health Professional.
- Access depends on the availability of places but every effort will be made to accommodate your placement.

When a place becomes available

There is an initial assessment that usually takes place in your home. The first four weeks at the day centre will be a trial period giving you the opportunity to experience the service. At the end of the four weeks a meeting called a ‘review’ will take place where your agreed care needs and your views of the service will be discussed. You can bring anyone you wish to your review meeting. A Minute of your meeting (a written record) will be offered to you.

If the service meets your needs and a place is available you will be offered a Service User’s Agreement which sets out the terms and conditions of the service that you have been offered. This would cover things like:

- Services and charges
- Assessment and support plans
- Review and monitoring arrangements.
- Complaints procedure
- Confidentiality – Information Sharing – Data Protection

Staff will discuss the document with you in full.

If the service is not suitable then other alternatives will be sought for you.
**Individual support plan**

You have the right to make decisions about your care needs and how you choose to use the time spent at the facility.

You will have a named staff member who will agree with you and promote your wishes in the preparation of a support plan with you and/or your representative to agree and detail your care needs and the best way to meet these.

You will be offered a copy of this document to keep.

**Individual risk assessment**

You will be supported to identify any risks to you and together we will agree the best way to keep you safe whilst promoting and maintaining your independence.

A risk assessment will then be prepared with you and/or your representative to identify any risks associated with your care. You will be offered a copy of this to keep.

Regular reviews will be arranged and if your needs change your support plan and risk assessment will be updated.

**Your rights**

Staff will treat you with respect and actively promote your individual rights. You also have a responsibility to consider the rights and needs of others around you and you can expect the same consideration in return. You will also have a choice with regard to who delivers your personal care.

South Lanarkshire Council believes that each person is an individual and that society should respect that individual and their fundamental rights as a citizen. A Charter of Rights for people attending Support Services is on display in each facility.

**Confidentiality**

The Council has a duty to keep written records for each person using Support Services. These are kept in a secure place. All information shared with staff members is treated confidentially. Staff will ask you and/or your representatives, for permission to share information with others involved in your care provision, such as, GP and/or district nurse. When using information about you we will respect your legal rights under the Data Protection Act 1998. If you wish to see your personal record staff will help you to do this.
**Principles of care**

As a result of the Regulation of Care (Scotland Act 2001) National Care Standards Support Services have been set and your services will be delivered in line with these standards.

**Dignity**
Your right to:
- be treated with dignity and respect at all times
- enjoy a full range of social relationships

**Privacy**
Your right to:
- have your privacy and property respected, and to receive the time, the space and the facilities you need and want; and
- be free from intrusion as long as it is safe for you and everyone else

**Choice**
Your right to:
- make informed choices, while recognising the rights of other people to do the same
- know about the range of choices and
- get help to fully understand all the options and choose the one that is right for you

**Safety**
Your right to:
- feel safe and secure in all aspects of life, including health and well-being
- enjoy safety but not be over-protected
- be free from exploitation and abuse

**Realising potential**
Your right to have the opportunity to:
- achieve all you can
- make full use of the resources that are available to you
- make the most of your life

**Equality and diversity**
Your right to:
- live an independent life, rich in purpose, meaning and personal fulfilment
- be valued for your ethnic background, language, culture and faith
- be treated equally and live in an environment which is free from bullying, harassment and discrimination
- be able to complain effectively without fear or victimisation
When delivering your care we also take into account the Dementia Care Standards and the Charter of Rights which were launched in June 2011 by the Scottish Government. By following these standards we can ensure that our environment and our care meet the needs of any of our service users who have dementia.

**Health and safety**

A daily register of attendance is kept as part of our fire regulations.

When you first attend the day centre staff will familiarise you with the fire evacuation procedures, copies of which are displayed throughout the facility.

The fire and protection system together with the fire equipment is regularly checked and maintained. The service carries out regular fire drills.

Smoking is not permitted in the centres.

Health and Safety and Environmental Health reports are available to read on request. If you have any concerns or comments then let a member of staff know.

There is a call system within the centre so that you can get assistance at any time. You will be advised on how to use this system.

Heating will be kept at a warm and comfortable temperature. If the temperature is not to your satisfaction then let staff know.

There is an expectation that you will continue to take responsibility of your own belongings and valuables as these items are not insured by the Council. If you wish to discuss this further please speak with a member of staff.

All visitors to any facilities must sign in and out using the visitors’ book as part of our fire regulations. There is also a visitors policy on display.

**Medication and health**

Health professionals such as visiting GP/District Nurse/Physiotherapist/Podiatry services attend our facilities. A room will be made available to ensure that any health consultations are conducted privately in a comfortable and relaxed atmosphere.

If you require to take medication while attending the facility, please let staff know so that we can engage with you to continue to self medicate or manage your medication arrangements with you.
**Expressing your views**

You will be invited to attend meetings on a regular basis to discuss the day to day running of the facility.

Your views and suggestions are welcome and enable staff where possible to continually improve the quality of the service you receive; these may be sought through:

- Face to face discussions in person or at joint meetings
- Surveys/questionnaires
- Suggestion boxes

Your contributions are always welcome.

**Staff**

Staff are employed through a robust recruitment procedure which includes a thorough background check. We ensure that the staff have the appropriate qualifications and skills to work with our service users.

Employees work as a team to ensure that the services and care on offer are of a high standard. An ongoing programme of staff training and development is in place to ensure up to date care and knowledge and best practice.

Employees are trained in and promote anti-discriminatory practices.

**Meals**

Each day care centre offers a nutritional diet with a varied menu.

There are hot/cold drinks and fresh fruit available throughout the day.

If you require a special diet for medical, cultural or religious reasons, this can be arranged. Staff will be happy to discuss your diet with you at any time.

If you require assistance at meal times staff will arrange this for you.

**How much do I pay?**

There will be a charge for any Support Services you receive in line with South Lanarkshire Council’s current charging policy. Your charge will be based on the amount of services you receive and your ability to pay for these services. Your charges will be reviewed every year. Your assessment worker will explain everything to you.
**Transport**

The Council has adequate transport to transport service users to and from the day care centres.

**Accessibility**

All facilities are easily accessible to Service Users, however, staff will assist where any additional support may be required.

**Who makes sure standards are met?**

The Care Inspectorate is the independent scrutiny and improvement body responsible for the registration and inspection of all Support Services. There are seventeen care standards that apply to Support Services. The Care Inspectorate inspect all day care centres on a regular basis. The Care Inspectorate will also look at how we are putting the Dementia Standards into practice. A copy of the Care Standards and the Dementia Standards are available within the Centre.

Copies of inspection reports are available at the day care centre and from the Care Inspectorate:

The Care Inspectorate  
Princes Gate  
60 Castle Street  
Hamilton  
ML3 6BU

Phone: 01698 897800
Suggestions, comments, criticism, complaints and compliments?

The aim of the service is to help you remain independent in your own community.

To help us get things right you will be given a copy of South Lanarkshire Council Social Work Resources complaints leaflet at your initial review meeting.

If you are unhappy with the service you are receiving or any other related matter then the manager will be happy to discuss these with you. However, if you wish to speak with someone else, advocacy services are available and can be arranged at your request.

You can also contact:

Community Living Manager
Social Work Resources
Council Offices
Almada Street
Hamilton
ML3 0AA

Phone: 0303 123 1015

If you wish to arrange a visit please contact the Day Care Centre direct.
We hope your visit to the Day Care Centre is a positive experience.
Meldrum House Day Care Centre

Phone: 01355 574590   Fax: 01355 574581

Opening Hours: Monday to Sunday 9.00am – 5.00pm

If you need this information in another language or format, please contact us to discuss how we can best meet your needs. Phone: 0303 123 1015
Email: equalities@southlanarkshire.gov.uk
www.southlanarkshire.gov.uk