

**WELCOME TO
THE WADE CENTRE
DAY CARE**

**Spey Street
Kingussie
Tel No. 01540 661863**

The Wade Centre

Where to find us

The Wade Centre is situated on the main street in Kingussie the historical capital of Badenoch & Strathspey and is situated just off the A9 approximately 15 miles south of Aviemore. The village has good amenities and there are a range of visitors attractions very close by. There are good public transport links with Inverness and other destinations to the north and south.

The Wade Centre is a single storey purpose built home that offers long-term and respite care as well as providing Day Care for members of the local community. Many consider The Wade Centre to be the heart of the community and it has a relaxed and warmly welcoming feel to it.

Our day care facility operates 5 days a week – Mondays through Friday. The space available for use is limited to the area around the main communal areas and it is for that purpose and the comfort of the attenders and residents of the home that there are on more than 18 places available on each day.

Within the communal area, there is a snack bar for preparing refreshments for the use of attenders, as well as a lockable storage area.

Toilet facilities suitable for those with special needs are available for men and women and there are full facilities for assisting with bathing, should that be required.

About the staff

The staff at the Wade Centre provide support to both the residents and those who join us for day care. We have a highly motivated, well trained and experienced group of staff who will give any assistance as you may require.

What we have to offer

The Wade Centre aims to provide a warm and friendly environment where you can come and take part in a variety of activities, whilst spending time with others on a social basis.

As an Attender, you would be free to choose whatever activities you wished to enter into and we always welcome any suggestions to try something new.

You will find a copy of our Aims and Objectives at the back of this booklet.

People attend Wade Centre for a variety of reasons. Some will have referred themselves, whereas others may be attending on the advice of their GP, or to give their carers support and an opportunity to do other things.

Everyone's reasons and circumstances will be different, but you can rest assured that any information concerning yourself and others will be treated with the strictest confidence.

From time to time, it may be necessary to involve other professionals in planning your care and it may therefore be necessary to share particular details with them. You will be informed should such information sharing be necessary and you can be assured they will adhere to the same guidelines as us in respect of Confidentiality.

Making Arrangements

Before attending for day care, you will be visited by a Social Worker who will discuss your individual needs and complete a Single Shared Assessment Form. This form will then be used to support an application for attendance at day care. If one of these has already been completed with you then it may only be a matter of sharing some additional information to ensure that this is fully up to date.

The details of the Single Shared Assessment form may be shared with other professions i.e., District Nurses, Home Carers etc. and you can be assured that this will be treated in the Strictest Confidence.

The number of days allocated for your attendance at the Wade Centre will depend on your personal circumstances and the availability of places at the time.

Prior to commencement for day care you will have the opportunity to visit the Wade Centre, meet with staff and fellow Attenders and you are welcome to spend time to get a feel for the place. If you would like to be accompanied by a relative or friend, they would be most welcome.

If all our places are full or you wish to attend on a particular day, it will be necessary to put your name on our waiting list.

Medication and Medical Support

If you require assistance to take any prescription medication whilst attending for day care, it must be in its original packaging or, we will accept medication made up in a dosset pack provided it has been made-up by the pharmacist. If necessary, staff will make arrangements for the safe storage of any medicines you need to bring with you.

In your best interest we do ask that you only take those medicines that have been prescribed for you and you shouldn't share your medicines with any other Attenders.

Should you require a doctor, Community Nurse whilst attending for day care you are free to make your own arrangements or, staff will help you. Likewise, should you need to attend an appointment locally we will give all the assistance we can.

Meeting your Needs

In order to ensure that the service we provide meets your individual requirements, the staff will complete a Personal Plan with you. Your Personal Plan will clearly reflect your needs, preferences and expressed wishes.

Over time, individual needs and circumstances can change and your Personal Plan will be regularly reviewed with you and/or your Carer/Representative should you prefer, and any changes agreed and noted.

Should you require help arranging services such as appointments with opticians, dentists, chiropodists, etc., the staff will be only too happy to help.

Non Attendance

In the event that for any reason you are unable to attend for Day Care it is important that you let us know as soon as possible by phoning or having someone contact us on your behalf.

If you need to contact us you should phone: **01540 661863**. You can phone this number at anytime as there is always someone available to take your call and pass on a message.

Getting to and from the Wade Centre

If you have your own transport, can access public transport or are in receipt of Mobility Allowance, you will be responsible for making your own arrangements for getting to and from the Wade Centre.

Where assessment of need has been demonstrated and it is practically possible, transport will be provided to and from the Wade Centre on the day(s) you are attending.

Transport is provided by way of a Mini Bus that is equipped with a lift for easy of access. The bus is driven by the staff who work at the Wade Centre and they will give you any assistance you may require.

Alternatively, you can make you own arrangements to come to the centre by taxi if you prefer or, have a lift from a family member or friend.

Pick-up times can vary and will usually be anytime after **10.00a.m.**, depending on where you live and we will make every effort to arrange your pick-up at a time most suitable to yourself. We do ask for your patience and understanding in the event we are unavoidably delayed.

When traveling by Mini-bus it is essential that you follow the safety instructions of the staff. Seat-belts **must** be worn at **all times** and the instructions of the staff followed for your comfort and safety. No one is permitted to smoke on the bus.

Adverse Weather

During periods of very poor weather we will need to assess how safe it is to provide transport. We appreciate that this may be frustrating however, at these times we need to consider everyone's safety with regard to travel to and from the Wade Centre. Whatever the circumstances, you can be assured that we will keep you fully informed.

Even if we are unable to provide your usual transport, the day care service will continue to run for the benefit of those who can make their own way.

What does it Cost?

There is a day care charge of £5.00 per week that is paid by everyone who comes for day care and this charge is applied whether someone attends once weekly or more often.

In addition to the weekly day care charge there is a daily charge of £3.56 per day. This covers the cost of a main meal at lunchtime as well as morning & afternoon coffee/tea.

There is always a choice for lunch and if either option doesn't appeal or isn't suitable, the catering team will provide an alternative. We have an experienced catering team who are able to cater for the full range of nutritional needs.

You will be free to make tea/coffee at anytime you wish, with staff happy to give you any assistance you may need. Alternatively, staff will ensure you are served refreshments of your choice.

Smoking Policy

The Wade Centre is designated **NO SMOKING** in accordance with the Highland Councils Smoking Policy.

If you do smoke, you will either have to refrain from smoking for the time you are with us or smoke outdoors. This policy extends to the transport.

Welcoming Visitors

You are welcome to receive visitors when you are at the Wade Centre. In the interests of their safety and wellbeing all visiting children remain the responsibility of those they are accompanying and must be supervised at all times.

If at anytime you are in anyway concerned about the safety and wellbeing of any child please speak to a member of staff.

For the purposes of security and Fire Safety it is important that all visitors sign in and out when visiting, even if they are with you for just a short period of time.

Your Comments, Compliments & Suggestions

Everyone at the Wade Centre is committed to ensuring that your experience of our service is always all you hope it will be.

It is a great help to us to know how you feel about all aspects of our service and it is good to know if we are doing well or, if there are things we could do better.

Your views and those of your carers are very important to us and your comments, compliments and suggestions are always welcomed and valued.

If you or your representative, wish to raise any matter further, please do not hesitate to contact the Manager or your Social Worker. If you are unable to do this yourself, a staff member will assist you.

Leaflets are freely available about the Comments, Compliments and Complaints Service of the Highland Council.

In addition, we have a Comments & Suggestions Book where you can comment on any aspect of the service and there are also Comments and Compliment Slips that you can complete.

We hope that you and/or your representative will always feel free to raise any concerns you have directly with us however, should you feel unable

to do this you should contact the Care Commission who will arrange for one of their Officers look into any concerns on your behalf.

Discontinuation of the Service

In the event of us no longer being able to provide a Day Care Service, you and your carer/representatives will be kept fully informed of all developments and your Social Worker along with the staff from the Wade Centre will ensure that your needs continue to be met by providing appropriate and suitably agreed alternative arrangements.

Furthermore, The Care Commission will be advised of any such developments and you would be free to discuss any concerns/developments with them.

The Care Commission

The Care Commission is responsible for the Inspection of all Day Care Services and they will visit the Wade Centre at least once a year to inspect the service we provide. When we know we are to receive a visit we will let you know. We want you to feel free to speak with the Commission Officer visiting and we know that they will be interested to here your views and your representatives/carers are welcome to come and meet with the Officer during their visit.

Following an inspection a report on the service is issued. A copy of the report is available for you to read at anytime and should you wish to have a copy of any report please let us know and we will be happy to provide you with a copy.

The Care Commission can be contacted on Tel No. 01463 227630 or 0845 603089.

Alternatively you can write to them at: Care Commission, 1st Floor, Castle House, Fairways Business Park, Inverness, IV2 6AA or email: enquiries@carecommission.com

Further Information

Should you require any further information, please feel free to contact:

Duty Social Worker: 01479 810251

Dorothea Dolan – Manager or speak with the senior on Duty

Tel: 01540 661863 or alternatively, please pop in for a chat with the staff.

We look forward to welcoming you