

Elgin Close Resource Centre

Living well in later life



Elgin Close Resource Centre on Goldhawk Road, Shepherd's Bush aims to support older people over the age of 65 to live well in later life through delivering a range of activities tailored to suit individual needs.

Attending the centre is all about:

- Getting active
- Being creative
- Meeting new people
- Enjoying life and feeling well

The centre is open:

Monday to Friday

9am to 5pm

Elgin Close Resource Centre address:

3 Elgin Close

Shepherd's Bush

W12 9NH

Phone number: 03701924082 Option 3 or 07703 889519

Funke Johnson: 07736 171 702

Who can attend?

You can attend the centre for our day care provision service or our drop-in service, but priority for attending the centre is given to older people who are over the age of 65 living in Hammersmith and Fulham and who are referred through the Adult Social Care Team.

To find if you are eligible to attend through the Adult Social Care Team, please contact:

The Information and Assessment Team on **020 8753 4198 (option 3)** and ask them about an assessment for either day care or drop-in provision to attend the day centre.

If you are not eligible to attend as a referral through the Adult Social Care Team either for day care provision or as a drop-in customer, we may still be able to offer you a placement. For further information, please call the centre manager on **07703 889519**.

We may also be able to consider referrals from other agencies or self-funders.

At Elgin Close Resource Centre, we know how important it is for you to choose the right day centre that suits your needs or the needs of your loved ones. We are committed to ensuring you have all the information you need to help you make that choice. We would encourage you to come to the centre and talk to our team about the facilities we offer and our varied timetable of activities and events.

Opening times:

- Monday to Friday 9am to 5pm
- We are also open on Bank Holidays, Christmas Day, Boxing day and New Years Day

Activities Programme

Elgin Close Resource Centre has a range of activities, some of which take place here.

These include:

- Exercise
- Hairdresser
- Singing for all
- Reading group
- Arts and crafts
- Jewelry making
- Prayer and worship
- Bingo
- Gardening
- And much more!

We also have a local activity programme outside of the building where we go for pub lunch, walks in the local park and to the local market, weather permitting.



(Pictured: Pub lunch at the local pub)

In addition to the above we have monthly day trips where we go further out and have trips to:

- Richmond Park
- Windsor Park
- Theatres
- Museums
- Gardens
- And other customer-suggested day trips

Garden

The centre has a lovely garden full of colourful plants and shrubs as well as a vegetable patch, both of which we encourage centre users to help out with. If not, you can just sit in the garden and relax.



(Pictured: The gardens at Elgin Close Resource Centre)

Individual Support Plans

You have the right to make decisions about your care and support needs and how you choose to use your time at the centre. During the first two weeks of your attendance, we will allocate you a key worker to work with you to agree a person-centered support plan. We encourage input from your family and/or carer and your social worker, if you have one, so the support plans best suit your needs.

Individual Risk Assessments

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 completed with you and your family/carer to identify any risks associated with your care.

All support plans and risk assessments are reviewed with our customers every six months and any changes agreed with you and your family/carer. There may be occasions when we have to review earlier than six months, but you will be included in any changes to your plans.

Your Rights

You will be treated with respect and we will actively promote your individual needs. You will have a responsibility to consider the rights and needs of those who attend the centre, and they will be expected to give you the same consideration in return. Where we assist you with personal care, we will discuss with you or your family/carer how we will deliver that to you.

Confidentiality

We have a duty to keep written records for those who attend the centre that have been referred through the Adult Social Care Team; these are kept in a secure place. All information shared with employees is treated confidentially and you or your family/carer will be asked for permission to share information with others involved in your care provision, such as the GP, District Nurse and Social Worker.

Health and Safety

We keep a daily register of attendance for monitoring purposes and in line with our Health and Safety Policy for fire safety purposes. If you have any concerns, please ask a member of the team. When you first attend the centre, we will familiarise you with our fire evacuation procedures, copies of which are displayed throughout the building. Smoking is not permitted anywhere in the centre. There is a call system within the centre so that you can get assistance at any time, and you will be shown how the system works during your building tour.

Heating will be kept on at a warm and comfortable temperature. If the temperature is not to your satisfaction, please speak to a member of the team.

Medication and Health

Health professionals, such as District nurses, CPN, Podiatry and other professionals, attend the centre and a room is made available to ensure that any health consultations are conducted privately in a comfortable and relaxed atmosphere. We do not administer medication at the centre, but if you need to take medication whilst attending, please let us know so that we can prompt you to continue to self-medicate or manage your medication arrangements with you. All medication should be in their original packaging or in a blister pack labelled accordingly.



Expressing Your Views

Customer meetings are held monthly, and you are encouraged to take part and express your views and thoughts about what we do at the centre, including our activities programme, suggestions to improve what we have on offer, feedback about employees, catering, transport and how we run the centre.

Your views and suggestions through customer meetings, surveys, questionnaires and general feedback are important to help us to continually improve the quality of the service you receive.

Employees

Employees are recruited through a robust recruitment process, which includes a thorough background check (DBS) and we ensure candidates have the appropriate qualifications and skills to work best with our customers. The team work closely together to ensure the services and care on offer are of high standard. An ongoing programme of employee training and development is in place to ensure up to date care, knowledge and best practice.

Meals

The centre offers a nutritious and varied menu which is prepared by a professional catering team on site each day; there are also hot and cold drinks available throughout the day. If you require a special diet for medical, cultural or religious reasons, please advise the team who will work with you and the

catering team to put this in place. If you require assistance with your meal, then the team will assist you with this.

How much do I pay?

You will have to pay for your lunch and for certain activities. You will be advised of these charges if you want to attend the centre. As day care referral, your transport costs will be included in your day care attendance package, which will be agreed by the Adult Social Care Team prior to your referral to the centre.

Transport

As a day care referral, your transport will be included in your care package to attend the centre. As a drop-in referral, you will be responsible for your own transport and transport costs.

Accessibility

The centre is accessible to all customers and all rooms, bathrooms and entrance points are wheelchair friendly. Please advise the team if you have any additional mobility support needs.

Suggestions, Comments, Complaints and Compliments

The centre aims to support people to remain independent and be active members of the community. To help us get things right we will make you aware of our policies and procedures, copies of these are available on request. If you are unhappy with the service you are receiving or any other related matter, the centre manager will be happy to discuss this with you.

Safeguarding

Adult safeguarding aims to stop abuse or neglect wherever possible and to support our customers to make choices and have control over how they want to live.

Who might abuse someone?

Anyone can carry out abuse or neglect, including:

- Spouses and partners
- Other family members
- Neighbours
- Friends
- Acquaintances
- Local residents
- Paid employees and professionals
- Volunteers and strangers

Abuse can happen anywhere – in a customer's own home, in the street or in a day care service. If there is an immediate risk to a child, young person, adult or yourself, please contact the police.

Elgin Close Resources Centre

How to find us

Elgin Close Resource Centre

3 Elgin Close

Shepherd's Bush

W12 9NH

Telephone number: 07703889519

