



Welcoming you to Caring in Craigmillar

Tel: 0131 510 6930

**Caring in Craigmillar is a Company Limited by Guarantee
Registered in Scotland Company No.SC229756 Scottish Charity No.
SC032975**

Contact Details

Address

63 Niddrie Mains Terrace
Edinburgh
EH16 4NX

Telephone

0131 510 6930 (The answer machine is checked every weekday at 9am
and throughout the day.)

E-mail: info@caringincraigmillar.org

Web: www.caringincraigmillar.co.uk

We are delighted to welcome you to CiC Day Service

The Day Service operates Monday to Friday between 11.00am – 3.00pm with transport provided. Members will enjoy a nutritious two course hot meal, choice provided, breakfast, snacks and hot/cold drinks will also be available to you throughout the day.

We provide a range of activities throughout the day. You will be encouraged to be actively involved in what you want to do and how you want to spend your time at the service. We welcome as much of your input as you are willing to give. We want you to enjoy your day and enjoy being part of CiC.

Caring in Craigmillar

Aims and Objectives

CiC aims to provide a nurturing service which encourages our members to feel involved in their local community and socialise with their peers, we want members to feel supported to continue to live independently and achieve positive outcomes. We will provide day opportunities to help prevent social isolation and improve the quality of life for older people living with Dementia and long-term health issues, enabling members to live well in their own homes for as long as possible.

Our Day Service offers a comfortable, welcoming environment for members to enjoy the company of others, to maintain skills and encourage community integration. We promote good conversations and member participation which allows us to offer a range of activities to meet our members emotional, mental, and physical needs.

Objectives

To provide a safe, secure environment, providing a hot nutritious meal at lunch and a range of refreshments throughout the day

To support and promote health and wellbeing through exercise, mindfulness, and community connections

To provide stimulating activities, structured to meet individual needs and wishes

To promote the Health and Social Care Standards of providing responsive, dignified, respectful and compassionate care

To link with strategies and engage in consultations relevant to our sector

Outcomes

- Keep members active, reducing health issues
- Keep members connected to their local community
- Prevent social isolation and encourage
- Promote healthy minds and wellbeing through activities

We will discuss with you how you wish to be treated and how you would like to enjoy your time spent at the centre.

What you should expect from your day service: -

1: High quality care and support that is right for you.

2: You are fully involved in all decisions about your care and support.

3: You have confidence in the people who support and care for you.

4: You have confidence in the organisation providing your care and support.

5: You experience a high-quality environment

(Taken from the Health and Social Care Standards 2018)

Who's who in the Day Service

Kellie Mercer

Registered Manager

Sharon Maloney

Deputy Manager

Margaret Daly
**Senior Social Care
Worker**

Elaine Scott
Social Care Worker

Mandy McGreevy
Social Care Worker

Cherell Cosgrove
**Social Care
Worker**

Jaymieleigh Gorrie
**Social Care
Worker**

Activity Worker

Kristin Armour
Administrator

Albert Coyle
Driver

Fraser Murray
Cook

Changes we have been made to CiC Day Service to keep you safe

As restrictions have eased since reopening, we are now able to operate at full capacity with only limited measures in place as detailed below.

Our staff have all opted to be fully vaccinated receiving Covid-19 Vaccinations and Booster Vaccines when offered to help keep you and the staff team as safe as we can. When staff arrive to pick you up in the morning, they will ask if you are experiencing any symptoms of Covid-19. If the answer is yes, we will ask that you take a Covid-19 Test and not attend the centre for 5 days or until you have received two consecutive negative lateral flow tests, whichever is first, and you are well enough to return to the day service.

Although there is now no requirement to socially distance in the centre, we are still mindful of the risk of transmission and will ask that you respect each other's space, all furniture has been placed to allow some space and no areas will be overcrowded. We also ensure that doors and windows are open as much as possible to allow fresh air to flow in the centre.

We will ask if you have received your Covid-19 vaccinations as this will allow us to make sure our assessment of care while you are here is as robust as possible. It is your right to refuse to give this information.

We have worked hard to enable the centre to re-open while ensuring we have robust Risk Assessments and protocols in place to mitigate the risks of transmission of COVID-19, the staff are available at any time to chat through the measures in place and what they mean for you.



Dining Hall



Snack Area



Sitting Area



Sitting Area



Sitting Area

Home Visit Assessment

The Manager (Kellie Mercer) or Deputy Manager (Sharon Maloney) will arrange a suitable time to visit you at home before you start to give you an overview of the service, we will gain some information from you to get to know you and how we can best support you when you attend. Please ask us anything that you need too, we are here to make sure you feel as comfortable as possible when attending the day service. If you would prefer to visit the centre before you commit to attending, we will be happy to discuss this and arrange a suitable time for you to visit.

Personal Plan

Your personal plan is a document which sets out in writing or using visuals an agreed plan of how we can best support you while you attend CiC, the plan is created by you and your Keyworker, it is important that we listen to you and have good conversations with you and any other important people in your life so that you can communicate what's important to you and any choices or wishes you have which would benefit how you spend your time at CiC. The plan can be as detailed as you wish.

You will be offered a copy of your personal plan, it will also be available to you if you want to see it any time, it will also be available to all staff, but not to volunteers. Your plan will be reviewed within 4-6 weeks after starting the day service, and then at least every 6 months, or sooner if your circumstances change. If you wish you can invite important people in your life to your review meetings.

You will meet your Keyworker when you start at CiC, this helps you both to get to know each other and discuss how you would like to spend your time in the centre and to discuss and agree any support you may need.

Please see the pictures below of the centre and garden area, giving you an idea of what to expect when you come to the centre, if you want to ask us any questions or want to chat through anything please contact us and we will happily answer any questions you have, we do understand that attending a centre and meeting new people can be daunting and we want to make your start as smooth and comfortable for you as we can.

Things You Should Know

Cost

Registered Day Services across Edinburgh are required to make a charge between £8.00 - £10.00 per day, CiC charge is currently £10.00 per day. This charge contributes to regular service costs such as transport, snacks, meals, and activities. This amount is subject to review by the Edinburgh Health and Social Care Partnership.

Payments

You can pay by cash on the day you attend, or we can Invoice you monthly. You also have the option to setup a Standing Order or pay via Bank Transfer. Please let us know what you would prefer and we will provide further information.

If fees are not paid for 4 consecutive weeks this may result in your day service place being withdrawn; however, staff will work with you to ensure all options for payment of amounts outstanding have been explored.

If you or we must withdraw the service, we are contractually obliged to inform the Edinburgh Health and Care Partnership.

If you don't attend

Due to the cost-of-living difficulties people are experiencing at this time we will now no longer charge your day service charge if you haven't given us 3 days notice, we now ask that if you are going to be absent for any reason, for example illness, holidays, or hospital appointments that you call us before 9.30am on the day you are due to attend to forgo the day service charge. This will allow us to reroute the bus and not spend time travelling to your home to collect you. This may be subject to change in the future.

Absence

If you are absent for four consecutive weeks, for any reason, your place in Day Service will be reviewed with a view to discharging you from the service. This will be discussed with you and/or your family/carer at the time. If you wish to return to the day service we will inform the Edinburgh Health and Social Care partnership Screening Team and if they are in

agreement you will be allocated back to the service, it may be that the day you used to attend is no longer available and you will be offered an alternate day, if we are at full capacity you will be placed on the waiting list and offered a place when it becomes available . Our staff can discuss and inform you of the process involved. The reason for this is to maximise the use made of our service and occupancy levels. It is also a requirement of all Registered Day Services across Edinburgh

Insurance

Our insurance does not cover your personal belongings. You should try to avoid bringing items of high value, for example: your best jewellery or large amounts of cash. You will be given notice of any days when you may wish to bring some extra spending money for outings, etc.

Smoking

Smoking is not permitted inside the building. If you are a smoker there is plenty of opportunity to go outside to smoke.

The Care Inspectorate

Our Day Service is registered with the Care Inspectorate. We are therefore required to meet National Care Standards and the Scottish Social Services Council Codes of Practice. We will provide you with a copy of any of our policies and procedures that you may wish to see on request. A full list of Policies can be obtained from the Manager.

Funding

Although we are a registered charity our main funding for Day Services comes through a contract with Edinburgh Health and Social Care Partnership. We work closely with both the department of Health and Social Care and other health professionals to provide the highest quality of care for you. We strive to seek additional funding to enhance the day service experience for our members.

Closure of Service

In the unlikely event of the service having to close for financial reasons we maintain a reserve fund which will allow us to continue to run the service for three months. During this three-month period, we will endeavour, if you wish, to find an alternative service for you.

Moving on from the Service

If you find you can no longer manage to attend the service, we will discuss various options including the option of reducing the time spent at the service. Alternatively, we will try our best to find a service that is more suitable for you.

If we must begin discussions with you because the day service can no longer meet your needs or because of challenging behaviours that we are unable to manage, we will arrange to meet with you and/or your family/carer. We will try our best to signpost to an alternative service that can better meet your needs. This will be done in collaboration with you and your family/carer. We will write to you to confirm that your day service place has been withdrawn stating the reason for this. If you do not agree with the decision, you have the right to appeal, using either Caring in Craigmillar, Edinburgh Health and Social Care Partnership or Care Inspectorate's complaints procedure.

Activities

We aim to provide a wide range of activities (outings, exercises, reminiscence, games, quizzes, etc.). The group will be consulted on a regular basis as to what activities they would like. We also encourage you to speak to the Activity Worker, your Key Worker or staff member, at any time, if you have any ideas for activities. You will always be given choices in activities, and you will not be expected to take part if you don't wish too. Although most of the activities we run are designed to promote companionship and social interaction if you wish to do an activity by yourself or don't like joining in with group activities, we will do our best to offer you another activity.

Keeping you and your families/carers informed

We use Newsletters, CiC website and our Facebook page to keep connected with you and your families and carers. You can use these to keep up to date with any relevant news and information, weekly activity plans, copies of our newsletters, pictures of members enjoying recent activities as well as information about other services we provide. Alternatively, please feel free to telephone or email and we will be happy to discuss any area of the service with you.

Carer Support

Carers can contact Social Care Direct on 0131 200 2324 to arrange an assessment of their own needs. For example, an assessment can be useful to identify your needs if you're thinking of a short break from caring or you would benefit from additional support to help you take time for you.

Benefits Advice

VOCAL can provide benefit advice, and/or signposting, and support to complete forms.

Confidentiality an Explanation

Why is Confidentiality Important?

As a member of Day Service, it is important that you feel able to speak with the staff about any worries or concerns you may have. So, it is important for us to keep your private matters private. Because we can't possibly know what you consider private and what you consider suitable for public consumption, we keep everything you say or do confidential unless you specifically tell us otherwise.

What about written records?

The Data Protection Act (GDPR 2018) requires us to keep written records containing personal information, in a secure manner. We keep your care and support plan in your personal file (this contains copies of all letters and forms relating to yourself as well as written notes about how you are getting on in Day Care). These records are kept in a locked filing cabinet at Caring in Craigmillar. Your Plan is also stored in a password protected file on the CiC computer system. Your personal plan can only be seen by paid staff and by yourself on request. Our Privacy Policy can be viewed upon request.

Is there anything you can't keep confidential?

If you tell a member of staff or volunteer anything which relates to a criminal offence or something that could put your wellbeing or safety or that of another at risk, then that staff member or volunteer would have to share this information and it may be necessary for us to contact the safeguarding team at Edinburgh Health and Social Care partnership and/or the Police.

Is there a difference around confidentiality between paid Staff and volunteers?

Volunteers are instructed to keep confidentiality within our organisation but for their protection they are encouraged, if they are concerned about something told to them by a member in confidence, to share that worry with a paid member of staff. This is to protect the volunteer. If you tell something to a paid member of staff in confidence, then you can expect that member of staff to keep it to themselves with the exceptions given above.

Making a Difference

We encourage our members, families, and carers to become involved as much as possible in the running of Day Service and the Organisation. Remember it is your service and it exists to meet your needs, you are the best person to decide how they should be met. There are three main ways of influencing how the service is run and having your say.

1) Suggestions

We highly value your suggestions. These could be something as simple as asking for jam as well as marmalade for the toast in the morning to something as radical as suggesting that the day service should be run at a different time. Please don't worry about the practicalities of any suggestion; you may be surprised by what is possible. If for any reason the staff feel they are unable to implement a suggestion you make the reasons for this will be clearly explained to you – if you are not satisfied with the explanation, you can ask for your suggestion to be put on the agenda for the next Member Forum Meeting.

2) Member Forum Meeting

These are held at least four times a year with a staff member or board member in attendance. Anyone can place items on the agenda for the meeting and you will be informed about the meeting in advance to give you time to think about what you wish to be discussed. These meetings are a suitable forum to discuss larger issues affecting day service, they may not be the best place to talk about things that only affect you. If you feel unable to make yourself heard in these meetings for whatever reason, please talk to a member of staff who will make changes to how the meetings are held to make it easier for you to be involved or if you wish a staff member can advocate on your behalf. You can also bring your own advocate to these meetings if you wish.

3) Surveys

The key to successful participation lies simply in valuing the input from members, families and carers. The surveys help us to gather information which allows us to assess what can be done to further improve the day service experience we offer. We will usually ask you to complete a survey on a relevant day service topic at least twice a year. We will also ask you to complete a Quality Assurance Survey at least annually. Families/Carers will be sent a survey annually to complete. All survey results will be reviewed, and outcomes will be displayed and communicated. We will also use this information to inform our annual service plan so we can make improvements on any areas identified from the survey returns, you can request a copy of this from CiC Office.

Comments, Complaints and Suggestions

Comments

Caring in Craigmillar welcomes feedback from members, carers, relatives, visitors, advocates and representatives. Anyone wishing to make any comment on our service may do so by speaking directly to the Manager or member of staff. Your comments will be recorded in writing in the "Comments, Complaints and Suggestions database" by the Manager. Any such correspondence will be presented to the Board of Directors, along with the database entry at their next scheduled meeting. They may choose to make their own response to any such comments.

Suggestion Box

A Suggestion box is available in the Main Lounge Area in Caring in Craigmillar. This is for anyone who wishes to make comments or suggestions regarding Caring in Craigmillar.

The Manager will log any material received as above and will empty this box on a regular basis. When a complaint is received in the Suggestion box, it will be dealt with by the normal complaint procedure, outlined below.

Complaints

Caring in Craigmillar sees complaints as positive feedback about perceived weaknesses in our service and we promise to investigate any complaint thoroughly and in confidence. It should be noted that any complaint made would not affect your entitlement to use the service.

A complaint may be made verbally or in writing to the Caring in Craigmillar Manager or in her absence Deputy Manager. If you require assistance to put your complaint in writing you should approach the Manager or member of staff who will act as an advocate for you or alternatively arrange for an outside agency to act in an advisory capacity.

Whenever possible a verbal or written response will be given to you at the time of complaint. If you are satisfied with this response, the matter will be considered dealt with, and an entry made in the Database

When an immediate response is not possible the Manager will investigate the nature of the complaint. A response in writing will be made within 14 days - unless there are exceptional circumstances. The Manager will record the nature of the complaint, the investigation, and the response in the Database, which will be fed back to the Board of Directors.

If you are unhappy with the response or wish to communicate directly with the Board of Directors, please write to:

The Chairperson
Caring in Craigmillar
63 Niddrie Mains Terrace
Edinburgh
EH16 4NX

If you are unhappy with the response, then you should contact either The Care Inspectorate or The Edinburgh Health and Social Care Partnership:

<p>Care Inspectorate Head Office Compass House 11 Riverside Drive Dundee DD1 4NY Tel: 0845 600 9527 Email: concerns@careinspectorate.gov.scot Write to any of their offices or fill-in their online complaints form. www.careinspectorate.com</p>	<p>Edinburgh Health and Social Care Partnership Level 1:7 Waverley Court 4 East Market Street Edinburgh, EH8 8BG Tel: 0131 553 8395 Email: socialwork.complaints@edinburgh.gov.uk</p>
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COMPLAINT PROCESS

