



COMMUNITY EDUCATION  
**ADULT DAY-CARE PROVISION**  
**(Portchester Day-Centre)**



**At the Castle Street Centre**

**Tel: (023) 9222 1165**

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## **DAY CARE AT THE CASTLE STREET CENTRE known as THE PORTCHESTER DAY CENTRE**

The Portchester Day Centre is staffed from 8.45am to 4.30pm each week day, with the exception of Bank Holidays. Day care operates from 9.30am to 4.00pm for 51 weeks each year, closing only between Christmas and the New Year.

Portchester day care is provided by Portchester Community School as part of its Community Programme. It is mainly based at our Castle Street Centre which occupies the premises and site of the original Board School in Portchester.

### **The important contact telephone numbers are:**

Portchester Day Centre Leader, Mrs Bonnie Alker	023 9222 1165
Portchester Community School-main office	023 9236 4399
Community Education Leader, Brian Sutton	023 9236 4392

Our service offers day care in a community setting outside of your home. It is an opportunity to meet with others and to receive some of the daily help that you may need. You will be able to take part in a range of activities. A nourishing, hot midday meal is provided (or a salad, if you prefer) as well as a welcome drink when you arrive each day, together with snacks and afternoon tea.

There is an opportunity to have a bath in our fully equipped bathroom and arrangements can be made for a qualified hairdresser and chiropodist to attend.

Transport to and from the day centre is provided as an integral part of our service to you. We will deliver our services in a non-discriminatory, non-patronising and professional manner. As a member of our day care service you are very important to us and our aim is to respect you as an individual and to recognise your individual needs. The Portchester Day Centre operates to the Community Education Equal Opportunities Policy.

You will be safely returned to your home after each visit to the Day Centre. Your escort may, or may not, enter your home with you to ensure your safety. This depends entirely on your wishes and your prior, signed agreement because escorts and carers may be placed in an embarrassing one-to-one situation when entering another person's home. A form of agreement is on page 5 of this booklet for you, or your representative, to sign.



## SERVICES AND CHARGES

The charges for your day care, including transport costs, are either assessed by Adult Services and are paid directly to them or you elect to visit the Day Centre independent of Adult Services and pay the charges to the Centre Manager - see page 6. For Adult Services members the only additional cost is the payment for your meal which is made to the Centre each time you come. The cost is currently £3.10 per day and is reviewed regularly. For independent members the daily charge is an all-inclusive £29.50 - (see page 6).

## MEALS

Lunch is provided. You will be offered a choice between two main meals (hot or cold) and we are able to cater for members with special dietary needs. You can choose to eat with other members or to eat alone.

## SICKNESS

If a client suffers a bout of sickness and/or faecal incontinence whilst attending the Centre during the day, the day care staff will telephone the Carer. In the interests of hygiene and to prevent infection the client will then be taken home in a taxi escorted by a Care Worker. Clients need to be clear of infection for 24 hours before they return to the Centre. (This also applies if a member becomes unwell at home).

## COMPLAINTS

We hope that you will not have any cause to make a complaint. However, if for any reason you do wish to complain we have a complaints procedure. There is a form attached at the end of this booklet. We will acknowledge the receipt of the complaint within three working days and endeavour to resolve the complaint within a maximum of three weeks.

## INVOLVING YOU IN THE CENTRE

We want to give every member the opportunity of expressing their views about the Centre and helping to shape the programme and what we offer. We hope that your Carer(s) will also be able to contribute to these discussions.

As well as being able to talk with the staff and volunteers, the school governors also take a very personal interest in the adult care provision. They will be happy to chat with you about any concerns, ideas and congratulations you may want to share with them.

**YOUR RIGHTS AS A MEMBER OF THE CENTRE ARE:**

- The right to expect the highest possible standards of care at all times;
- The right to expect that everyone involved with Community Education genuinely cares about others;
- The right to fair treatment and courtesy at all times;
- The right to remain living in one's own home and to be given every assistance to do so as securely, as safely and as comfortably as possible;
- The right to choose for yourself;
- The right to expect that all information relating to you will be treated in the strictest confidence;
- The right of access to all information held about you by Portchester Community Education Centre;
- The right to complain, without fear of discrimination, about any aspect of the care you receive from the Centre and to be made aware of the Centre's complaints procedure;
- The right to expect that your dignity and privacy will be respected and upheld;
- The right to receive information about your service and to be involved in decisions that affect your care;
- The right to be listened to and to have your Carer's views heard in the review process, which will be undertaken in a sympathetic and flexible manner.
- The right and help to maintain a daily living function, social relationships and leisure activities and interests.



## DETAILS SPECIFIC TO YOU

Your full name is: \_\_\_\_\_

You want to be known as: \_\_\_\_\_

Your starting date with us is: \_\_\_\_\_

Your Care Manager will review your care plan on: \_\_\_\_\_

You can request a review of your care arrangements at any time by asking your Key Worker, or the Care Manager, Mrs Bonnie Alker, or by contacting Brian Sutton, Community Education Leader (Tel: 023 9236 4392).

We understand that your placement with us will be for: \_\_\_\_\_ months/  
on-going

Your placement with us will be provided through **\*Adult Services**  
*(\*Delete that which is not applicable)* **\*Private contribution**  
**\*Both**

Your Key Worker will be:

(Your Key Worker may change from time to time but you will always be told of any changes).

In the event of any emergency we will contact: \_\_\_\_\_

Who is your: \_\_\_\_\_

His/her address is: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Contact home telephone number is: \_\_\_\_\_

Mobile telephone number is: \_\_\_\_\_



### **'CROSSING THE THRESHOLD'**

There may be occasions when your carer/escort needs to 'cross the threshold' into your home to ensure your safety and welfare either when you are collected for the Day Centre, or when you are returned to your home.

This will not happen without your signed permission and we fully understand if you do not wish to sign such an agreement. Your high standard of care will not be affected by this form of agreement.

I understand that there may be occasions when my carer/escort needs to enter my home to ensure my safety and welfare.

I have had this situation very carefully explained to me and I fully understand and give permission for my carer/escort to enter my home with the express purpose of ensuring my safety and welfare.

Signed: \_\_\_\_\_

Print name: \_\_\_\_\_

If you are not the day care member, please state your relationship to the member:

\_\_\_\_\_

Date: \_\_\_\_\_



## USING THE DAY CENTRE AS A PRIVATE MEMBER

Occasionally Adult Services are unable to provide a day care place for elderly people for a variety of reasons. It is possible, therefore, to use the day care facilities as a private (Independent) member at an all-inclusive cost of £29.50 per day

All-inclusive means just that. We will collect you from your home in the morning and return you there at the end of your day at the Centre. Transport will be by minibus with an escort in addition to the driver. You will have the same choices for lunch as Adult Services members and a hot drink on arrival with a biscuit. After your lunch you will also have the choice of hot drinks.

All other facilities available to Adult Services members will be available to members paying for independent access to day care facilities. Where places permit we are happy to allow members to attend the Centre using both Adult Services and their own private means.

Prior to being accepted as a Day Centre member you will be interviewed in your home by the Centre Manager and any special requirements, food, drinks or treatment will be discussed and agreed. The number of days available to you will also be discussed and agreed.

Please complete all information in this booklet taking care to delete the appropriate provision on **page 4**.



## SUGGESTIONS OR COMPLAINTS

Do you have a suggestion or complaint about our services? We want to know that if something has gone wrong we can try to put it right immediately.

You can telephone, call in person, write or fill in this form and give it to the person who provided the service to you. If you prefer, you can contact:

**Brian Sutton**  
Community Education Leader  
Portchester Community School  
White Hart Lane  
Portchester  
Fareham  
PO16 9BD

Tel: (023) 9236 4399

Direct line: (023) 0236 4392

email: [brian.sutton@portchester.hants.sch.uk](mailto:brian.sutton@portchester.hants.sch.uk)

We will send an acknowledgement within three working days of receiving your suggestion or complaint. If the matter is more complex we will let you know how long we think it will take to investigate matters properly.

**Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_  
\_\_\_\_\_

**Post Code:** \_\_\_\_\_

**Day time telephone number:** \_\_\_\_\_

**Mobile telephone number:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Suggestion \* or Complaint \*** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\* Delete that which does not apply. If you are using this form to suggest improvements to our service and do not need an acknowledgement, please tick the box.

Your comments are welcome. We use them to monitor and review our services which helps us to improve our services to you.