



ALLANDER
RESOURCE
CENTRE

Allander Day Service

Information for service users



The Allander Day Service includes:

- **The Allander Resource Centre**, which is located within the Allander Leisure Centre, Milngavie Road, Bearsden, G61 3DF
- **The Outlook and Outreach community teams**, who are based in Southbank House, 1 Strathkelvin Place, Kirkintilloch, G66 1XQ
- **The Local Area Co-ordination (LAC) services**, which are also located in Southbank House.



The Allander Resource Centre is based on a 'community resource centre' model, which provides a specialist resource to individuals with more complex needs – including those with severe learning disabilities and profound and multiple learning disabilities.

The centre's facilities are also available to those service users who are mainly supported in the community – e.g. providing a meeting place or work base, or access to a specialist activity.

The day service offers support to individuals across a variety of hubs and clubs in East Dunbartonshire – facilitated in the main by staff from the Outlook community-based team. Support is delivered during the day and aims to meet the needs and preferences of the people who use the service.

In addition to formal support, Local Area Co-ordinators (LACs), Outreach staff and volunteers facilitate informal evening support groups, with the LACs also providing some one-to-one support, as well as guidance and signposting/matching with other agencies.

The Allander staff aim to: help service users access non-segregated opportunities; increase informed choice; and to help shape an outcomes-focused service to meet individual requirements and goals. We act as supporters, advocates and facilitators, and believe that human relationships are the basis for personal growth and change.

People who use our service have the right to:

- The same respect, dignity and privacy we would expect for ourselves
- Access the same services as those without a disability
- Access specialist services as and when required
- Participate in any decisions made about the service or particular support – with all necessary support or input required to help individuals make informed choices
- Choose from a range of opportunities and to change these as their aspirations, goals and support needs change
- Access appropriate information and support to understand this information, when required.



Day Service Values

We also believe:

- That all human life is of value
- That anyone, whatever their impairment, is capable of exerting choices
- That people who are disabled by society's reaction to physical, intellectual and sensory impairment, and to emotional distress, have the right to assert control over their lives
- That disabled people have the right to participate fully in society.

We aim to deliver support in accordance with:

Keys to Life Outcomes

Healthy life
Choice and control
Independence
Active citizenship

Health and Social Care Standard Principles

Dignity and respect
Wellbeing
Compassion
Be included
Responsive care and support



The Allander Day Service is inspected on a regular basis by the Care Inspectorate to ensure that it is meeting expected standards and a report is published. Copies of reports are available to all service users and their carers; you can access the reports by visiting www.careinspectorate.com/index.php/care-services?detail=CS2004057808 or scan the QR code below.



The following information will tell you more about our service, if you want any more information there are contact details on the last page of the leaflet.

Hours of Support

Building-based support is available Monday to Friday each week
– you can contact staff during these times:

Su **(M)** T W

Th F Sa



8:45

8.45 - 3.45



3:45

Su M **(T)** W

Th F Sa



8:45

8.45 - 4.30



4:30

Su M T **(W)**

Th F Sa



8:45

8.45 - 3.45



3:45

Su M T W

(Th) F Sa



8:45

8.45 - 3.45



3:45

Su M T W

Th **(F)** Sa



8:45

8.45 - 3.00



3:00

For community-based supports, staff can be contacted at these times:

Su **(M)** T W
Th F Sa

To

Su M T W
Th **(F)** Sa



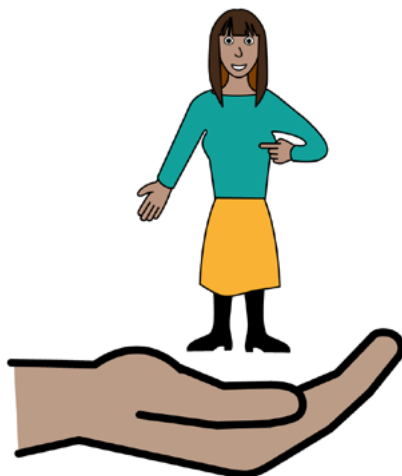
To



Out-of-hours activities can be co-ordinated through our Local Area Co-ordinators.

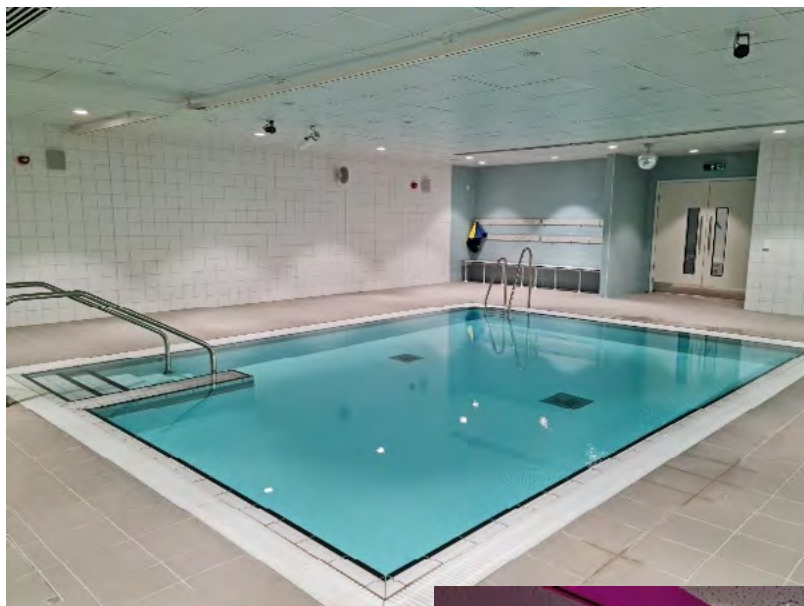
You can receive a service for one day or up to five days each week, depending on your assessed level of need and the support you require. We are open throughout the year, but are closed on the Easter and Christmas/New Year Public Holidays.

If you are thinking of using the service, the following information will tell you what we provide.



Support we provide

We offer as much support as possible in the community, using existing services and resources – providing access to leisure, education and employment opportunities. We also offer a number of activities in community-based locations, providing specialist support, and building-based services.



The service itself also provides resources which cannot be found elsewhere in the community, such as a hydrotherapy pool, a trampoline for rebound therapy, a sensory or 'Snoozelean' room, a room for physiotherapy exercises and a sensory garden. These types of resources are especially useful for some people who require a lot of support.



The garden area includes raised beds, a greenhouse and vegetable plots where service users can work through their own individual programmes, with the opportunity to progress towards a recognition of achievement award, or, in some cases, vocational training.



We also run an employment initiative – The Small Talk Cafe – where we provide service users with work experience, employment training in a realistic work setting and work-related social skills. Service users receive formal food hygiene training to ensure a high level of food safety and hygiene, enter into a contract with the café to ensure hygiene regulations are met, and are assessed regularly to enable them to work in a safe and effective manner.



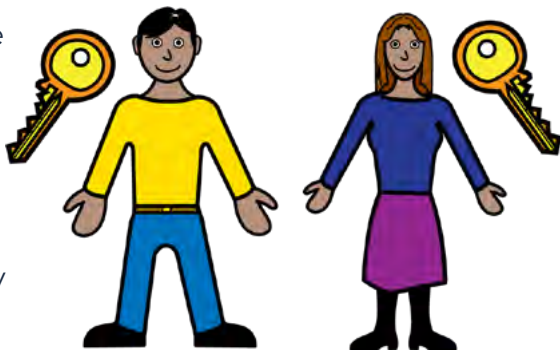
Support Plan



Every person using the service will have a support plan. You will have a copy of your plan in a format that will mean most to you; this could be in writing or in picture form. The plan will give details of the support you want, to do the things you want. The plan will be put together by you and your keyworker, and will contain information on how you need to be supported. It will also say what support you might need to keep you safe. This plan will be kept up to date by you and your keyworker.

Keyworker

You will have a keyworker allocated to you before you begin to receive support at the Allander Resource Centre or the Outlook service. The keyworker will be responsible for working with you to prepare your own plan of support. They will be the link person who will help organise your support with other people in your life. Other people may mean your family, carers, care manager or health workers. All these people will work together to try to organise the best support they can and may be involved in meetings to look at your needs.



Reviews

Your support will be reviewed at least twice a year and meetings will be held to see if you are happy with your support or want to make changes. These meetings will be arranged by your keyworker and you will discuss who you want to attend. It is normal for your care manager



and carers to attend these meetings. Reviews are a chance to gather together people who know you or support you to plan for the future. A report will be prepared before your reviews by your keyworker and you will have the opportunity to contribute to this before it is presented at the meeting. Your keyworker will not put anything in the report which has not been discussed with you.

Costs



Costs associated with receiving a service at the Allander Resource Centre or Outlook community-based service are reviewed every year. You will be notified, in advance, of any changes to costs and how these will affect you. A charging policy was introduced for the service in 2013; which means that you may need to contribute some money towards the cost of your service. There is a different cost for people using Council transport than for those who are not. If you use Council transport you will probably share a bus with other people who receive a service. Other people may wish to use public transport, taxis or their DLA mobility allowance to provide their own transport.

Please speak to your care manager to check if you need to make a contribution towards the cost of the service. The current service contributions per week are:

Building based services with transport



£36



Building based services without transport



£30



Community-based opportunities

£36.00 per day if transport is provided or £30.00 per day without transport

** Please note when purchasing a service outwith the East Dunbartonshire Council area, there is a different charging structure – contact the service for details.*

You will be asked to complete an Income Maximisation Form which will assist the Council in calculating how much you can afford to contribute towards the cost of your support.

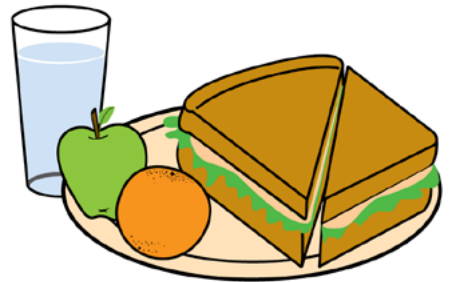
Extra support

Some people may need some extra help and require extra staff to provide this. This will be discussed with you by your social worker or care manager, and the Day Centre Manager will confirm if this can be provided.



Food

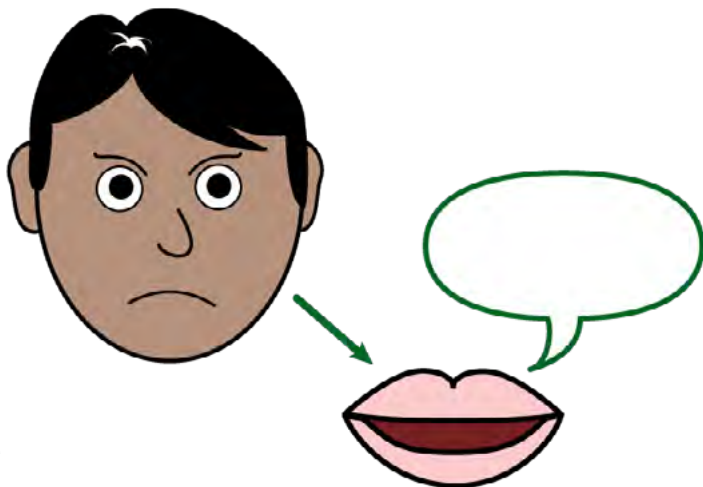
You will have food provided for you at the Allander Resource Centre. If you wish you can bring your own packed lunch or you may be receiving your support in the community and eat your lunch there, using cafes or pubs. If you choose to have lunch provided by the service, you will have the option of having a 'healthy eating' choice from our salad bar or a cooked meal prepared by our kitchen staff. If you are having lunch, while in the community, you would need to bring money with you to pay for this.



Lunch provided by the service costs: £2.40 each day

Complaints

Anyone attending the service can complain if there is anything they are unhappy about. You can speak to your keyworker, a senior member of staff, the team leader or the day services manager. A carer, guardian or advocate can complain on your behalf, if you wish. A copy of the Complaints Procedure is available on East Dunbartonshire Council website.



We have a list of Council policies and procedures which you can request. You are also entitled to receive a copy of any of the policies and procedures which relate to day services or support services.

You also have the right to complain to the Care Inspectorate, the independent scrutiny and improvement body responsible for inspecting our services. See below for contact information.

Address: Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

Phone: 0845 600 9527

Email: enquiries@careinspectorate.com

If you wish to receive a service provided by the Allander Day Service within the Allander Resource Centre, Outlook or Outreach services please ask your care manager to check if there are any spaces free and ask them to make an application for you. If your social worker agrees that the Allander Day Service can provide the right support for you, we will arrange for a member of our staff to meet with you to gather details on what support you would want from us.

We look forward to hearing from you.

Address: Allander Resource Centre
Bearsden
G61 1DF

Phone: 0141 777 3017

Email: catherine.davison@eastdunbarton.gov.uk



