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Dear

Welcome to BeSocial@theCentre, a wonderful place full of laughter, fun and friendship.

This Information Pack provides you with some general information about the Centre, our person-centred care service and how we can meet your individual requirements.

As a new member you can attend the Centre for at least six weeks (on the day(s) you have agreed). This gives you a chance to experience and enjoy what we offer and to ensure the Centre meets, and hopefully exceeds, your expectations. This settling in period also gives our team the chance to get to know you too.

I hope this Pack answers any questions you may have, but should you require further clarification on anything, please do not hesitate to contact me

We really look forward to meeting you and joining us at BeSocial@theCentre.

Yours sincerely,

Vicky Weaver
Centre Manager

BeSocial@theCentre is part of the Winchcombe Day Care Foundation
Registered Charity Number 1010742

About the Centre

We are a charity that offers a day service to our local community. The Centre is run by a team of staff and volunteers who are all committed to providing you with a high standard of service, promoting independence and providing individuals with choices. Our primary concern is your welfare and well-being during the time you're with us. We also strive to ensure you have a safe journey to and from the Centre, (where transport is provided).

Benefits of attendance

During the time you spend with us, it's our aim to offer you the following:

- A warm and safe environment
- A full day of activity and entertainment
- The opportunity to make new friends and socialise
- Occasional excursions

Within this pack is a list of the type of activities, excursions and entertainment that we offer to our members. We are always pleased to receive new suggestions, so if there's anything else you would like to put forward please let us know.

If you would like to join us on our excursions, please sign and return the consent form within this pack.

Opening hours

The Centre is open on Mondays, Wednesdays and Thursdays, from 10 am until 3.30 pm.

Settling in

During your settling in period we discuss with you what you hope to achieve from attending the Centre. We clarify your needs, requirements and choices and how best the Centre can meet them. We also consider the needs and views of your family/carers. However, should there be any area of conflict over your needs and those of your family, your needs will always take precedence.

As a potential new member we suggest you attend the Centre on a six week settling in period. During this time you will have plenty of opportunities to discuss further any specific needs you may have. The settling in period is run on a 'pay as you go' basis. Towards the end of the six weeks we discuss whether you wish to attend weekly and if so, your full membership will be completed.

Transport

When available, we can offer you transport both to and from the Centre. Our minibus has an experienced driver and an attendant and is properly equipped for passengers who require use of a wheelchair. If our minibus places are taken, you or your family, may wish to

organise transport for you, at your own expense, with Community Connexions or Driving Miss Daisy. Information about these organisations can be provided by Centre and there are links to them on our website under the Useful links page. In the meantime, your name can be placed on our transport waiting list so that if/when a minibus place becomes available you may be offered it.

Refreshments

Regular refreshments are encouraged throughout your day with us.

On arrival: Tea/ coffee, water/squash, with biscuits

Mid-morning: Tea/ coffee, water/squash

Lunch: A two-course hot lunch is served with water/squash, followed by tea or coffee

Mid-afternoon: Water/squash

Afternoon tea: Tea/ coffee or water/squash and cake/ biscuits.

Dietary requirements

Our lunch is provided by Apetito, a company specialising in mobile meals, that also caters for dietary requirements. Menus are nutritionally balanced, promote healthy eating and are regularly reviewed and varied. All food and drink is prepared and served in line with current food hygiene standards. Specialist crockery and cutlery is available for those who require them. A full list of allergens and our the Apetito menu can be supplied on request and can be found on our website on the Useful links page.

Medication

When you join us as a member you will be asked to provide us with a list of your current medication. We ask for this list to be updated every six months, or sooner if there has been a change in medication. Keeping this information up-to-date is crucial, in case of emergency and a record will be kept by us.

If you need to take medication while at the Centre please ensure that it is clearly marked, with your name on the box/original packaging and state what dosage is required. Our medication-trained staff can only prompt you to take your medication. If you need assistance in taking your medication we will need your written consent to do this beforehand. Please speak to the Centre Manager if you feel that you may require help to take your medication. All medication is stored in a secure cabinet, unless alternative arrangements have been made with the Centre Manager.

Sickness and absence

If you are ill, or are likely to be absent from the Centre for any reason, please advise us by 9.30 am on the day you are due to attend.

If you have been unwell with sickness and/or diarrhoea, please note that you MUST be 48 hours clear of these symptoms before you return to the Centre.

Health and Safety

It is our duty at the Centre as we conduct our business operations, to ensure a safe and healthy environment for our members, employees, volunteers and visitors. Should you have any concerns regarding health and safety please report these to the Centre Manager immediately. We aim to meet our duty of care by ensuring that our services are safe and that our working practices minimise risk, including all off-site activities we undertake.

To meet our duty of care, risk assessments are carried out for our daily activities. These assessments made by trained staff and offer a balance between your individual needs and the needs of other members and staff.

Privacy

The Centre will ensure that all appropriate measures are taken to maintain its Members' privacy, in line with the General Data Protection Regulation, Data Protection Act, Freedom of Information Act and its own Confidentiality and Privacy policy.

There is a need to hold records containing your individual information, and these records are held in a confidential and secure manner. Access to these records can be arranged upon request.

In order to share any confidential information that we hold about you, we would need your permission. You have the right to receive a copy of any information about you that is held by us on file.

All records are confidential to the individual member and are reviewed annually, or whenever there is any change in circumstances. Those in attendance during the review will agree any changes with you first.

Please be aware there is active CCTV on our premises. These cameras are in use externally, so recordings are taken of individuals entering and leaving the Centre and using the surrounding car park.

As part of your settling in period at the Centre, we seek your consent to take and use your photograph for marketing, display and promotional purposes. If you are happy for us to take your photograph, please complete the consent form within this pack.

[Bullying, harassment and violence](#)

Every effort will be made to protect individuals while at the Centre from any form of bullying, harassment, or other form of abuse. The Centre has a policy of zero tolerance of abuse, both verbal and physical towards staff and volunteers.

Incidents will be reported and recorded and our management will advise relatives accordingly. Further action may then be appropriate.

[Policies and procedures](#)

A full list of our policies and procedures can be provided to you upon request and is available on our website on the page Useful links.

[Equality, Diversity, Inclusion, Respect and Dignity](#)

The Centre ensures that its members are always treated with dignity and respect, and no-one is discriminated against on any grounds including race, religion, ethnicity or sexual orientation.

[Your choice and involvement](#)

The Centre aims to empower all individuals to make their own choices and decisions while at the Centre and that access is given to help carry out these decisions.

The Centre is run purely for the benefit of its members and every effort is made to ensure you will be involved in, and have influence over, the running and development of the services that we offer.

[Your views on our service](#)

The views of our members about the Centre, its environment and all it offers, are sought on a regular basis and are considered in any service or policy development.

[Family/carers review](#)

We recognise that the needs of your family or carers are also very important and we undertake an annual review with them also. This is aimed at ensuring our service is of the best possible benefit both to our members and to their families/carers.

Charges

A daily membership fee of £35 is charged which includes all food and refreshments and minibus transport (where available). Charges are subject to review annually.

The £35 daily charge is payable even if you do not/cannot attend the Centre on the agreed day(s), regardless of the circumstances. If a four-week period of non-attendance occurs, a discussion with the Centre Manager can take place.

Payment for the month is made in advance at the beginning of each month. Payment can be made by cash, debit / credit card or standing order.

You are not charged for bank holidays or closure over the Christmas period. If you have any questions or concerns we are happy to discuss the best payment option for you.

Payment by Standing Order

A Standing Order can be set up if you, or a family member has access to online banking. Otherwise, please visit your bank to complete this Standing Order form in your branch.

Our bank details are as follows;

Account Name:	Winchcombe Day Care Foundation
Sort Code:	30-91-87
Account no:	00475200
Bank:	Lloyds Bank
Date:	1 st of each month
Amount:	£ To be confirmed by Centre Manager

You will be informed of how much you need to pay each month as this varies depending on how many days you attend each week. Please speak to the Centre Manager, rather than working it out yourself, as we do not take payment for bank holidays or our Christmas closure.

Please ensure that your standing order is set up at the bank in plenty of time. Your first payment needs to be made on the 1st of the month following your settling in period.

By cash or card payment

You can also pay by cash or card at the start of each month. The amount payable is the number of sessions in that calendar month multiplied by £35.

If you wish to change your payment method at any time, or have any queries, please contact the Centre Manager.

Activities list

The many activities we offer to members is currently as follows. You can also see each month's event on our online diary at www.BeSocial.com/members/members-diary.

- Arts and crafts including collages, decorating items, painting
- Creative art
- Gentle chair exercise sessions
- Music and Movement – gentle exercise using equipment, stories and songs
- Dancing – voluntary participation
- Musical entertainment and singers
- Mind Song
- Bingo
- Darts
- Skittles
- Bowls
- Kurling
- Quizzes, interactive puzzles, crosswords, cards, whiteboard games, board games, rummikubs, scrabble, jigsaw puzzles, dominoes, beetle, and floor games.
- Baking and cooking
- Flower arranging
- Poetry reading and creative and poetry writing
- Reading cafe
- Guest speakers
- Discussion groups
- Pets As Therpay dog visits
- Visits from local baby groups and playgroups
- National themed event days such as: Ladies Day at Ascot, Cheltenham Gold Cup, Easter, St. George's Day
- Sporting memories
- Memory games and reminiscence
- Outings
- Coffee morning at the Methodist Church
- Minibus outing
- Birthday celebrations
- Festive celebrations
- Hand, arm, head and foot massage
- Hand and foot treatments (at an extra cost)
- Hair dressing service (at an extra cost)
- Winchcombe Library book borrowing service