

Information for Prospective Clients and their Carers



New Rannoch Centre Shuna Court, North Muirton, Perth PH1 3DN

Tel: 01738 474566



Who are we and what do we do?

New Rannoch is a dementia friendly day centre for older people. However, we ask you to forget the traditional, often negative, image of day care as we are an active, lively and fun place to spend a day. New Rannoch was refurbished in 2013 and provides some of the latest features of dementia friendly design. The centre has a number of small, homely activity rooms along with a domestic kitchen, dining area, and an internal and external garden. Many of our rooms are decorated with art work produced by clients at the centre. The large, but enclosed, external garden has a number of seating areas, a summer house, an outside art studio, a greenhouse and several raised vegetable beds. The internal, courtyard garden, provides a colourful space in the heart of the centre. There is also a separate carer's lounge with tea/coffee making facilities. Clients can move about the centre and garden freely but as all external doors are fobbed and alarmed no-one can enter or leave the centre un-noticed which provides a safe and secure environment for Clients and Staff. The centre can support up to 40 people a day.

New Rannoch not only offers a service in a safe, friendly and welcoming environment but also supports clients to participate in activities in the wider community.

Our varied activity programme, both within and out with the centre, aims to maintain existing interests and encourage new ones by providing opportunities for older people living with a variety of health conditions and their carers, to meet new people, try new activities, learn new skills and live life to the full. Activities include various board games, quizzes, focus groups, coffee mornings, art and craftwork projects, beetle-drives, light exercises, dancing, walking groups, swimming, sensory activities, reminiscence groups, cognitive stimulation therapy, bingo, music, baking and cooking with vegetables from the garden, snooker, bowling, dominoes, gardening and vegetable growing. We also support clients to take part in community activities for example, football memories, a local tea dance, swimming and creative art projects when these are available.

Our Aims and Objectives

- To provide a quality, person centered, flexible and evidence based service that supports individual strengths, interests and levels of independence.
- To protect the rights, and promote the interests, of our clients and their carers.
- To offer a wide range of activities and opportunities to promote and maintain social, physical and mental health well-being.
- To enable older adults, with the correct support to continue to live, and be actively involved, in their communities for as long as possible.
- To fully involve service users and their carers in all aspects of our service.
- To deliver our service within a friendly, safe and welcoming environment.

Participation

New Rannoch is committed to ensuring that service users and their carers' are at the centre of what we do and the way we do it. We believe that only by encouraging and supporting people to be involved can the service we provide develop and continue to meet the needs, expectations and aspirations of our service users and their carers in ways that are appropriate, acceptable and of value to them as individuals. We also believe that service users and their carers have a right to enjoy choice and to participate in decisions that affect their lives.

We use a range of methods to gather the views and suggestions of our service users and their carers including support from Independent Advocacy. Our Carers' Involvement Group meets on the second Thursday of every month between 1:30pm and 3pm. These informal 'drop in if you can' meetings are open to all carers/family. Involvement does not mean that anyone has to 'do' anything other than let us know what they think.

Equally, caring for anyone is not without its difficulties and sometimes it can be helpful to talk to other carers in similar situations about their experiences and how they manage. We may also be able to support the person you care for while you attend the meeting.

Our Staff

Our trained and skilled staff team are supported by regular volunteers and social work students. All our staff and volunteers undertake a comprehensive training programme which includes Promoting Excellence in Dementia Care training at levels appropriate to their role. Our Social Care Officers have undertaken training in Talking Mats, Psychological Interventions for Stress and Distress in dementia, Huntington's Awareness, Parkinson's Training and Stroke Awareness as well as mandatory courses eg. Handling and Moving, CALM Training and First Aid.

We have a number of 'champions', staff who take a lead role in developing a particular area of practice for example in infection control, health and safety, psychological well-being, cultural diversity, professional codes of practice, community activities, and kitchen/garden activities. And, keeping the ship afloat behind the scenes we have a clerical assistant, domestic assistant, Cook 1 and driver/handymen.

Each client is allocated a key-worker, a trained member of staff, who works with the client and their family to develop life history documents, or 'getting to know you', documents and a support plan which contains the information needed to ensure we provide the right support to meet individual needs, preferences, choices and aspirations.

How New Rannoch Works

The Centre is open Monday to Friday between 9am and 3.30pm. We are closed on New Year's Day, 2nd January, Good Friday, Easter Monday, Christmas Day, Boxing Day and Hogmanay. We are also closed on four days, spread over the year, for staff training. These development days allow the team to access training and development opportunities that are specific to older people and their carers. This ensures that our knowledge and practice is always up to date. However, to ensure that our clients and their carers are not too inconvenienced when we have these development day closures, we can offer an alternative day at the centre when this is requested. We are always delighted to have carers join us at any of our training days where relevant.

We work closely with other health and social care professionals to provide support that meets the outcomes important to our clients and their carers.

We currently offer Day Care, short term Outreach Support, and Carer Support.

Day Care - The activities available both within and out with the centre are described in the introduction to this leaflet but we are always looking for new activities to try and welcome any suggestions you may have. We also enjoy visits from local schoolchildren and performances from professional entertainers and a local Therapist visits. Festival days and the seasons are celebrated with special activities.

A light lunch is offered – soup, sandwich and light dessert. Individual dietary requirements are also catered for. Tea/Coffee is served on arrival in the morning and again during the afternoon. The centre minibus can collect clients who live in the Perth City area, and volunteer drivers and approved taxi providers transport clients who live in the more rural areas.

Outreach support – Can be provided on a short term basis to support clients at home while they are on our waiting list or whilst they are preparing to attend regular day care sessions.

Carer Support – This informal service offers support, information and training opportunities, along with relaxation and social activities, to the families and carers of our clients. Our carer support workers, Andy Bennett and Aileen Craigie are available and can be contacted on 01738 474566.

Carers Involvement group is a monthly gathering which meets on the second Thursday of the month between 1.30pm and 3pm within New Rannoch. These informal “drop in if you can” meetings are open to all carers/family and are intended to give carers/family an opportunity to influence the service we provide. It offers an opportunity for carers to be together in a warm and welcoming environment. In the past we have had speakers informing the group of the service they provide. We have also arranged visits to some of these services. Training opportunities can also be provided.

Starting the service

Before starting the service prospective clients are invited to New Rannoch to have a look around, meet staff and other service users, ask questions and decide if the service we offer is what they are looking for.

Reviews

A review meeting will be held six weeks after someone has started to use our service. This meeting, which is attended by the Client and all others involved in their support, is held to ensure that the service we provide is meeting expectations and individual outcomes are being met. Further review meetings are held at six monthly intervals.

Costs

Some of our services are charged for and you may be required to pay in full or in part for the service you receive. The amount chargeable is based on the number of times you attend the day centre and your ability to pay. Costs will be discussed with you by your social worker or other referring worker, and you will be offered a financial assessment and advice on income maximization from our Welfare Rights Team.

Quality

Our service is underpinned by the Health & Social Care Standards My support, my life which set out what people can expect, as a minimum, from our service; and by the Scottish Social Services Council's Codes of Practice which set the professional conduct and practice required of our workers. Our service is registered, regulated and inspected by The Care Inspectorate. Copies of our annual inspection reports can be viewed at the day centre or, alternatively these can be found at www.careinspectorate.com

Complaints

We strive to provide the best possible service at all times, but sometimes things do go wrong. If you have a complaint about any part of the service you receive from us, please contact Shona Thomson, the manager of New Rannoch, on 01738 474566. You may also contact:

Perth and Kinross Council Customer Services on 01738 476970

Or

The Care Inspectorate

Compass House

11 Riverside Drive

Dundee

DD1 4NY - Telephone 0845 600 9527