



## 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 several small, homely activity rooms along with a domestic kitchen, dining area, and an internal and external garden. Many of our rooms are decorated with artwork produced by service users at the centre. The large, but enclosed, external garden has several seating areas, 2 summer houses, 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. Service Users can move about the centre and garden freely 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 Service Users 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 Service Users 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 Service Users 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 Service Users 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' Support Workers hold regular workshops featuring useful information and signposting to other support networks.

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 workshops.

### **Our Staff**

Our trained and skilled staff team can be supported by volunteers. All our staff and volunteers undertake a comprehensive training programme which includes Promoting Excellence in Dementia Care training at levels appropriate to their role. Many of 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.

Each Service User is allocated a keyworker, a trained member of staff, who works with the Service User 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 8am and 5.00pm with Service Users attending between the hours of 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 Service Users 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 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 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. 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.

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. We also have two specialist carers support workers – Lorraine Mansfeld: Palliative Care Carer Support Worker and Sammy Cassells: Transition Carers Support Worker who are based at New Rannoch.

### **Starting the service**

Before starting the service, prospective Service Users 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. Referrals will then be progressed by The Access Team at Pullar House, and a named worker from a Social Work team will be allocated to the prospective Service User.

### Reviews

A review meeting will be held six weeks after someone has started to use our service. This meeting, which is attended by the Service User 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 National Care Standards (Support Services) 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](http://www.careinspectorate.com)

### **Complaints**

We strive to always provide the best possible service, 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