

**Meet new
people and
make new
friends**

**Russia Lane
Day Centre**



About us

Russia Lane Day Centre provides care, support and stimulation for people with moderate to severe dementia who must meet the council's 'eligibility criteria' for receiving a service.

A 'Key Worker' is allocated to each person to help create a relationship that will encourage them to express their needs and achieve the aims of their Care Plan.

The centre has both male and female staff that are trained and experienced in the care of people with moderate to severe dementia.



What are the centre aims?

We aim to:

- Meet individual needs.
- Help people maintain independence, whilst offering support to carers.
- Offer social interaction and provide an opportunity to make new friends.
- Achieve a stimulating environment with a variety of activities.
- Create a lively and friendly atmosphere, where everyone is made to feel welcome.

What happens at the centre?

The centre offers a variety of interesting and stimulating activities.



These include:

- Art and crafts
- Reminiscence
- Music and movement
- Beauty group
- Current affairs
- Snoezelen relaxation
- Community outings throughout the year

People come from a range of backgrounds and cultures and in recognition, cultural and religious celebrations to mark these occasions are integral to the life of the centre.

Meals

Tea, coffee, fruit juices, cereal and toast are provided on arrival between 9.30am and 10.30am.



Lunch is provided and special diets can be catered for if requested, such as Halal.

Light refreshments are available in the afternoon.

Do I have to pay?

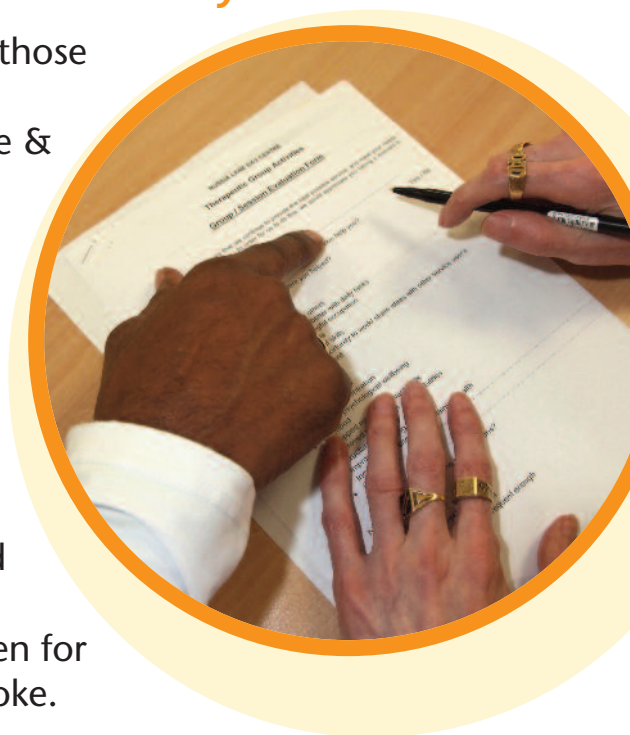
There is a charge for all meals and beverages, the amount of which is reviewed annually. Payment should be made in advance if possible.

People with reduced mobility

People in wheelchairs or those with reduced mobility, appropriate 'aids' (mobile & ceiling hoists) are available. All staff are trained to help people use this equipment safely and sensitively.

Smoking

Smoking is not permitted in the centre, there is a covered area in the garden for those who choose to smoke.



Security

The centre aims to provide a safe and secure environment.

Access to Records

We keep a record of the personal details of all those attending the centre. Anyone can request to see their written records by asking the Centre Manager.



Opening hours

The centre is open from Monday to Friday, 9am to 5pm (except Bank Holidays).

How does the centre support carers?

We provide advice and information about services that are available.

We have links with support agencies, such as the Alzheimer's Society and Age Concern Tower Hamlets.

Who can use the day centre?

Placement at the centre can only be offered following an assessment by a Social Worker. The assessment is to clarify the individual's needs and ensure the council's eligibility criteria are met. A diagnosis of moderate to severe dementia is also required. If an assessment confirms the need for a service the referral/care plan is passed to this centre.

Staff will visit the individual at home to talk about the centre and how together with family or friends, the centre can best meet their needs.

Following admission, a review will normally take place after six weeks. The purpose of this review is to look at how well the placement is going; highlight those positive things gained by attending the centre and ensuring any concerns are fully discussed and addressed.

How do I get referred to Russia Lane Day Centre?

Anybody can refer someone who they think is in need of care and support to the council for an assessment.

Referrals should be made to: The Social Care Contact Team on 020 7364 5005.

What if I have a comment, complaint or suggestion about the centre?

We aim to provide the best service possible, so comments and suggestions are always welcome. If you have a complaint regarding your care whilst at the centre, you should initially report this to the centre manager who will seek to resolve the problem.

If you are unhappy with the solution offered, you should contact the complaints officer.

Telephone (free) 0800 374176 or write to
(no stamp required)

Complaints Officer

Freepost plus RRBZ-
UCTY-ZLRX

London Borough
of Tower
Hamlets

Mulberry Place
5 Clove

Crescent

East India Dock
London E14 2BG



The Complaints Officer will:

- Arrange an advocate or interpreter (if you need one) to help you make your complaint.
- Investigate your complaint and reply within 28 days.





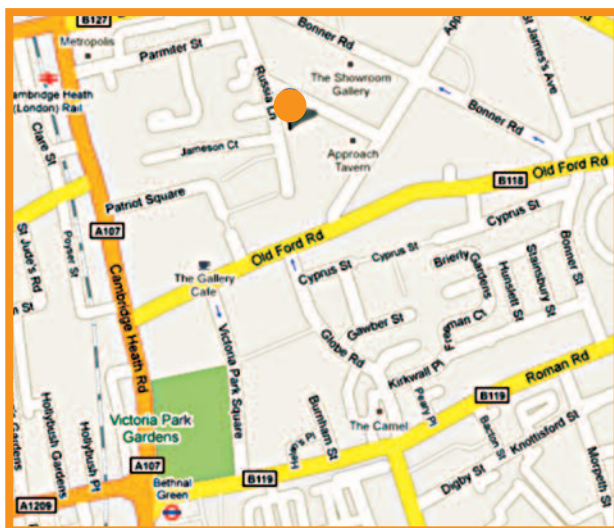
Where to find us

Russia Lane Day Centre
82 Russia Lane
Bethnal Green
London E2 9LU

Tel: 020 7364 1202 /1203

Fax: number: 020 7364 1204

Email: russia.lanedaycentre@towerhamlets.gov.uk



Directions

From Bethnal Green underground station:

- Turn right as you come through the ticket barrier
- At the top of the steps, continue straight on Cambridge Heath Road
- Take the first right into Old Ford Road, then take the second left into the Approach Road
- Continue along and turn left into Robinson Road
- Then left into Russia Lane

The entrance to the Day Centre is located on the left hand side of the Lane at a distance of approximately 100 metres.

Monday - Friday
9.00am - 5.00pm



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This booklet is about the Russia Lane Day Centre, a day centre for adults suffering from moderate to severe dementia. If you would like this booklet translated call 0800 952 0119.

এই পুস্তিকাটি রাশিয়া লেন ডে সেন্টারকে নিয়ে লেখা হয়েছে, এই ডে সেন্টারে মাঝারী থেকে মারাত্মক ডিমেনশিয়া রোগীদের যত্ন নেয়া হয়। আপনি যদি এই পুস্তিকাটির অনুবাদ চান তাহলে 0800 952 0119 নাম্বারে ফোন করুন।

Buug-yarahan wuxuu ku saabsan yahay Xarun Maalmeedka Russia Lane, oo ah xarun maalmeed loogu talagalay dad waawayn oo qaba cudurka xusuus la'aanta mid daran ama mid dhexdhexaada. Haddaad jeclaan lahayd in buug-yarahan lagu turjumo soo wac telefoonka 0800 952 0119.

這份小冊子是有關Russia Lane日間中心，它為有中等到嚴重程度的痴呆症的成年人而設。假如你想索取中文版本，請致電0800 952 0119。

Tập sách nhỏ này nói về Trung Tâm Ban Ngày Russia Lane, một trung tâm ban ngày dành cho những người lớn bị mất trí từ mức độ vừa phải đến nặng. Nếu quý vị muốn tập sách dịch sang Việt ngữ, xin vui lòng điện thoại số 0800 952 0119.