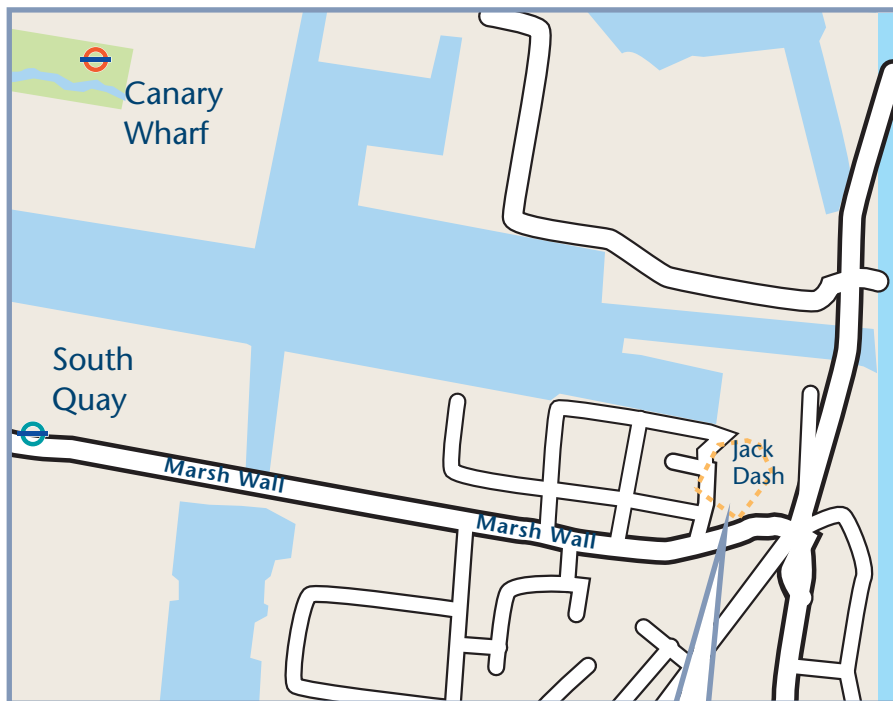




Come and Join us

Riverside Centre

**Meet New People,
Make New Friends**



The address and telephone number is:

**Riverside Centre.
Jack Dash House.
2, Lawn House Close
Millwall
London E14 9YQ**

Telephone number: **020 7364 6960**

Fax number: **020 7364 6980**

Directions

Buses D3, D6 and D7:

D6 & D3 (*From Crossharbour*). Alight at Jack Dash House, go up steps on your left to car park and our entrance is on the right at the top of the steps.

D6 (*From Hackney Central*) and **D3** (*From London Chest Hospital*). Alight at Jack Dash House. Cross the road and follow the pavement to your right. Lawn House Close is approx a 3/4 minute walk. Jack Dash House is on the corner of Lawn House Close and Marsh Wall, with the entrance to the Centre via the ramp in the car park.

D7 Alight at Marsh Wall. Walk toward the 'Blue Bridge' and turn left into Marsh Wall. Cross Marsh Wall at the pedestrian crossing and go up the steps directly in front of you. Our entrance is on the right.

Docklands Light Railway:

Alight at South Quay. Come out of South Quay station onto Marsh Wall. Cross the road and follow the pavement to your right. Lawn House Close is approx a 7/10 minute walk. Jack Dash House is on the corner of Lawn House Close and Marsh Wall, with the entrance to the Centre via the ramp in the car park.



The Centre

Riverside Centre provides care, support and stimulation for older people of retirement age, whether frail, physically disabled or experiencing isolation or emotional difficulties; Users must however meet the Council's 'eligibility criteria' for receiving a service.

The Centre aims to ensure an equitable provision of service, regardless of disability, religion, gender or cultural requirements. This is achieved primarily through promoting user involvement in daily tasks and through the regular 'User Group' meetings.

All users are allocated a 'Key Worker' who has delegated responsibility for a specific number of users. Through this Key Worker system we aim to provide the continuity of a designated member of staff, and through that continuity, help create closer relationships that will encourage users to express their needs and achieve the aims of their Care Plan.

The Centre employs both male and female staff who are trained and experienced in the care of older people.

As a new member to the centre you can be assured that staff will make every effort to make your time at the centre as enjoyable and as safe as possible.

We will help you to make informed choices and to maintain your independence. We will encourage you to continue doing those things you are still able to do, and we will help you with those things you find difficult. We will value your privacy and dignity, and assist you in any activities you find difficult.

To help us make everyone's time at the centre as enjoyable and as constructive as possible, we also ask some things of you.

With up to forty people attending each day, we all need to be considerate of each other's needs, likes and dislikes – we are all different!

To this end we ask you to agree to the following:

1. To treat each other with respect and dignity.
2. To be tolerant of those less able than yourself.
3. Not to use language that some might find offensive.
4. To help and encourage each other when we can.
5. To allow staff to help you help yourself: this may involve allowing staff to use equipment such as a hoist when needed. This helps ensure your safety and that of the staff.
6. Do not bring large amounts of money or valuables with you – if they get lost we cannot replace them.
7. Treat all furniture and equipment with care – it's there for your comfort and enjoyment!
8. Do not smoke in the building, use the gazebo or garden area.



If ever you feel you are not being treated with respect, or something has happened to upset or annoy you. Please talk to the manager about it as soon as possible.

Our Aim

- To meet the individual needs of our users.
- To help people maintain their independence, whilst offering support to carers.
- To offer social interaction with others and provide an opportunity to make new friends.
- To achieve a stimulating environment with a variety of activities.
- To create a lively and friendly atmosphere, where all are made to feel welcome.



Services Provided

The Centre offers a variety of services. These include chiropody, optician, all of whom visit on a regular basis. It may be possible to arrange for your Doctor, District Nurse, Occupational Therapist or wheelchair service to visit you at the Centre if appropriate.

In addition to visiting health services, the Centre also offers assistance with personal care i.e. assisting with washing and toileting.

Activities

The Centre offers a variety of interesting and stimulating activities that are designed to meet the needs of our users. Some of the activities include art and crafts, reminiscence, music and movement, darts, quizzes, crosswords, discussion groups and reflexology. We also have a 'Beauty Group' where you can get your hair washed and set or your nails cut and varnished. Outings to places of interest can sometimes be arranged during summer months.

There are regular 'User Group' meetings when, among other things, all users are encouraged to make a contribution and suggest new activities. All suggestions are given serious consideration, and if we can 'make it happen' – we will.

Meals

Tea/coffee and toast are provided on arrival between 9:30 a.m. and 10:30 a.m.

Lunch is provided at mid day, and special diets can be catered for if

requested i.e. diabetic, Halal etc. There is a choice of two hot meals or a salad, and the choice of three desserts.

Tea/coffee and biscuits are again available in the afternoon.

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



Users with reduced mobility

For users in wheelchairs or those with reduced mobility, appropriate 'aids' (mobile & ceiling hoists) are available. All staff are trained to help users safely and sensitively with this equipment. We do understand that the use of such equipment can cause anxiety for some people, but for the safety and well-being of everyone, its use is encouraged where necessary. If the equipment is to be used, its working will be sensitively explained and demonstrated to the individual before they use it.

Smoking

Smoking is not permitted within the Centre, but we do have a Gazebo in the garden for those who want to go and have a cigarette.

Security

Family members and Carers need to be aware that whilst every effort is made to ensure users remain at the Centre until closing time, the Centre is not a 'secure' building and users cannot be kept against their will.

In circumstances where a user is determined to leave the Centre, a member of staff will try to reassure and persuade them to return. Should this fail then a member of staff will immediately inform the 'Contact Person' and or the Police.

If there are things we need to be particularly aware of about an individual's needs, we do ask that carers or service users themselves make sure they inform staff on admission.



Access to Records

There is a need for us to record some personal details of all those attending the Centre. If anyone wishes to see what is recorded in their file they can request this of the Centre Manager. They will have access to any written information concerning themselves in line with the appropriate legislation.



Referral/Admission

Placements 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 Authorities eligibility criteria are met. If the assessment confirms the need for a Day Care placement, a referral/Care Plan is passed to the Day Centre.

Following receipt of a Care Plan, Centre staff will visit the individual at home to talk about the Centre and discuss how, together, the Centre can best meet their needs. For most people this is often the first 'contact' they will have had with a Day Centre, so it provides a good opportunity for the individual or family members to ask any questions about the Day Centre i.e. What goes on there? How many people are there? What about lunch? Can I bring my walking frame? How will I get there and back home again?



Following the home visit, when a vacancy arises individuals will be invited to spend a 'guest' day at the Centre prior to admission. Following their 'guest' day, if they and Centre staff are happy that the visit was successful, the placement will be confirmed and they will be allocated a key worker.

If there are any concerns regarding the Centre's ability to meet an individual's needs, further discussions will take place with that prospective user, their Social Worker and Centre staff.

Following admission, a review of the placement will normally take place after six weeks. The purpose of this review is to look at how well the placement is going; Highlighting those positive things being gained by attending the Centre and ensuring any areas of 'concern' are fully discussed and addressed. In short, making sure that everyone is happy with the placement and that it is meeting the individual's needs.

Anybody can refer someone who they think is in need of care and support to Adult Services for an assessment. This includes family members, carers, doctors and potential services users themselves.

All new referrals should be made to:

First Response Team:

Telephone Number 020 7364 5005

Equal Opportunities

The Centre is committed to promoting equal opportunities.

The Council is opposed to all forms of discrimination on the grounds of race, colour, ethnic origin, disability, sexual orientation, religion, age or marital status.

What to do when things go wrong

We want people to get the best service possible, so comments and suggestions are always welcome. If however 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 374 176 or write (no stamp required) to:

The Complaints Officer.

Freepost Plus RRBZ-UCYT-ZLRX

London Borough of Tower Hamlets

Mulberry Place

5 Clove Crescent, East India Dock

London E14 2BG

The complaints officer will:

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

Translations

Adult Services can arrange for the leaflet to be read to anyone who is unable to read written language.

This leaflet is also available in Audio, Bengali and Somali.

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এই লিফলেটে যেসব প্রাপ্তবয়স্কদের শারীরিক প্রতিবন্ধকতা আছে তাদের ডে অপচুনিটিজ্ সন্থকে বলা হয়েছে। এই লিফলেটটি অডিও, বাংলা এবং সোমালীতে পাওয়া যচ্ছে। এমন কেউ যদি লিখিত ভাষা পড়তে না পারেন তাহলে এ্যাডাল্ট সার্ভিসেস্ তার জন্য এই লিফলেটটি পড়ে শোনানোর ব্যবস্থা করতে পারে।

Buugyarahan wuxuu ku saabsan yahay Fursado loogu talagalay dadka waaweyn ee naafada ah. Buugyarahan waxaa sidoo kale lagu heli karaa isagoo ah Maqal, luqadaha Bengaali iyo Soomaali. Adeeg Dad Waaweyn wuxuu diyaarin karaa in buugyaraha loo aqriyo qof walba oo aan awoodin aqrinta luqad qoraal ah.

