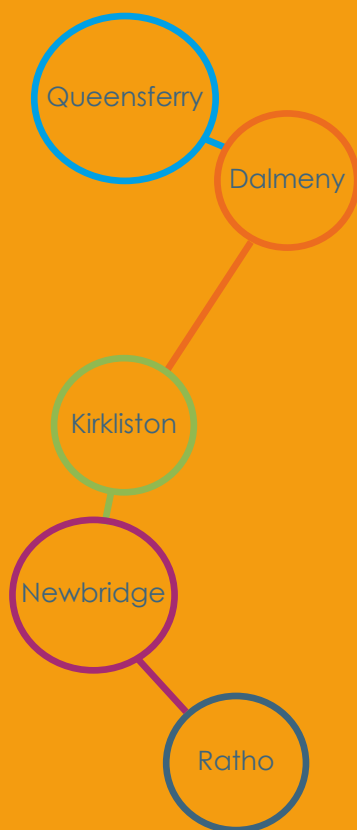




Queensferry Care

Connecting people with their Community



Members Booklet

Queensferry Churches' Care in the Community
Registered Scottish Charity No SC021833
Company Limited by Guarantee SC210822





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Contact details

Address

The Haven
Queensferry Churches' Care in the Community
25b Burgess Road
South Queensferry
Edinburgh
EH30 9JA



Directions

Take A90 – following signs for Forth Road Bridge. At Echline Junction branch left at Echline Junction Roundabout take third exit onto A8000. At Ferrymuir Services Roundabout take the first exit onto Kirkliston Road. Take the second road on the right into Rosebery Avenue.

Parking for The Haven is first on the left Walk round to the back of the building for the entrance to The Haven.

NB If using Sat-Nav enter the postcode EH30 9J. This will take you to the car park.

Telephone

0131 331 5570

(The answer machine is checked every weekday at 9am and throughout the day)

E-mail

mail@qccc.org.uk

Web

www.qccc.org.uk



Aims of day opportunities

Queensferry Care aims to provide for the health and wellbeing of older people in Queensferry, Ratho, Ratho Station, Dalmeny, Newbridge and Kirkliston. We offer specialist day opportunities for people with a diagnosis of dementia as well as day opportunities and practical help and support for older people generally.

Day opportunities specifically aims: -

- 1) To promote independence and enable people to remain within their own home and community.
- 2) To provide a regular respite break for carers.
- 3) To experience high quality care, support and opportunities that are right for you.

Expectations within day opportunities: -

- 1) We expect everyone (members, staff, and volunteers) to always be treated with dignity and respect and enjoy a full range of social relationships.
- 2) We expect everyone (members, staff, and volunteers) to feel safe and secure in all aspects of life, including health and wellbeing; and be free from exploitation and abuse (this includes profanity, verbal threats, or any acts of violence)



Who's who in day opportunities

Liz McIntosh
Gillian Smith

**Managers
(Job Share)**

Aileen Morton

**Day opportunities
Co-ordinator**

Linda Drysdale
John Robson
Carole Shaw
April Robertson
Allison Hobbs
Jennifer McKenna

Support Workers

Joanne Peat
Anita Roberts

Relief Support Workers

Volunteers



Things you should know

Cost

Registered Day Services across Edinburgh are required to make a contributory charge towards the cost of their day service. Queensferry Care's current charge is **£10** per day. This charge contributes to costs such as transport, snacks, and meals. Additional charges may be made for occasional and specific outings, celebratory meals, and parties. Queensferry Care calculates this as a monthly fee taking into consideration 4- days public holiday per year when we are closed. Our fees are therefore calculated over 51.2 weeks per year (0.2 = 1 day of a 5-day week) -

$£10 \times 51.2 = £384$ per annum = **12 instalments of £43 per month**. This amount is reviewed and amended in April each year by the City of Edinburgh Council Health and Social Care Department.

Payments

Invoices are issued at the beginning of each month. You can pay by cheque, cash or by Standing Order. We can give you a Standing Order form to complete and hand either to us or to your bank. If you choose to pay by Standing Order you are in control of this and will have to amend the amount if/when costs are altered.

Non-payment of fees will result in your day opportunities place being withdrawn; however, staff will work with you to ensure all options for payment of amounts outstanding have been explored. (See appendix 3 – Payment and Refund of Day opportunities Fees procedure).

If we must withdraw our service, we are contractually obliged to inform the Department of Health and Social Care.

If you don't attend

If you are absent for any reason, for example illness, holidays, or hospital appointments you still must pay for your place.

Long Term Absence

If you are absent for four consecutive weeks, for any reason, your place will be reviewed with a view to discharging you from our service. This will be discussed with you and/or your carer at the time. If you wish to return, you may have to undergo a care assessment through the local Health & Social Care team. Our staff can discuss and inform you of the process involved. The reason for this is to maximise the use made of our service. It is also a requirement of all Registered Day Services across Edinburgh.



Assessment and Personal Plan

When we visit to discuss our day opportunities, we will complete what is called a Personal Plan. A Personal Plan is a document which contains, in your own words, the information we need to provide the support you require. It is an opportunity for you to tell us exactly what you would like to get out of accessing a day opportunity. The plan can be as detailed as you wish. Your Plan will be available to all staff, but not to volunteers. Your Personal Plan will be reviewed 4-6 weeks after starting, and then every 6-months, or sooner if your circumstances change. If you wish you will be given a copy of your Personal Plan to take home.

Insurance

Our insurance does not cover your personal belongings. You should try to avoid bringing items of high value to The Haven, for example: your best jewellery or large amounts of cash.

Gifts

Staff should not accept any personal gift of substance from a service user, if in a situation a gift is accepted (e.g., a box of chocolates) the Manager should be advised as soon as possible who must then maintain a record of gifts received. On no account should staff accept personal gifts of money.

Smoking

Smoking is not permitted inside The Haven. If you are a smoker there is plenty of opportunity to go outside to smoke.

The Care Inspectorate

Our day opportunities service is registered with the Care Inspectorate. We are therefore required to meet National Health and Social Care Standards and the Scottish Social Services Council Codes of Practice. A copy of The Health and Social Care Standards, 'My Life, My Support' will be left with you after our initial visit. Additionally, if you would like to request a copy of any of our policies and procedures, please ask a staff member in the first instance.

Funding

Although we are a registered charity most of our funding for day opportunities comes through a contract with The Department of Health & Social Care. If accepting a day opportunity, you may be contacted by the local Health & Social Care team, to ensure your needs are being fully met. For second days the Health & Social Care team will make contact to ensure the place is going to people with highest needs.



Closure of Service

In the unlikely event of the service having to close for financial reasons we maintain a reserve fund which will allow us to continue to run the service for at least three months. During the three months we will endeavour, if you wish, to find an alternative service for you.

Moving On

If you find you can no longer manage to attend the Haven, we will discuss various options including the option of reducing to ½ day or accessing our day care at home service. We will endeavour to find an alternative service that is suitable to you. This will be done in collaboration with you, your carer, and the Health & Social Care department. If you do not agree you can appeal against any decision using either QCCC's, The City of Edinburgh Council's or Care Inspectorate's complaints procedure (see appendix 1).

Activities

We aim to provide a wide range of activities during day opportunities (outings, exercises, reminiscence, games, quizzes, etc.). Members will be consulted on a regular basis as to what activities they would like. We also encourage you to speak to a member of staff, at any time, if you have any ideas for activities. You will always be given choices in activities, and you will not be expected to take part if you don't wish too. Although most of the activities we run are designed to promote companionship if you wish to do a special activity by yourself, we will support you to do this.

Carer Support

Unpaid adult carers can contact Social Care Direct on 0131 200 2324 to arrange an assessment of their own needs. For example, an assessment can be useful to identify your needs if you are thinking of a short break from caring.

Carers can contact one of VOCAL's Carer Support Practitioners who are based at The Haven on 0131 331 5570. Alternatively, you can contact the VOCAL office on 0131 622 6666 or via their web page www.vocal.com

Benefits Advice

VOCAL can provide benefit advice, and/or signposting, and support to complete forms.



Confidentiality an explanation

Why is Confidentiality Important?

As a member of the day opportunities service, it is important that you feel able to speak with the staff and volunteers about any worries or concerns you may have. So, it is important for us to keep your private matters private. As we can't possibly know what you consider private and what you consider suitable for public consumption, we keep everything you say or do confidential unless you specifically tell us otherwise.

Is there anything we cannot keep confidential?

Yes. We have a duty to report anything you tell a volunteer or member of staff which relates to a criminal offence or to something that could put your life or the life of another at risk. We must share this information with the department of Health & Social Care and/or the Police.

What about the personal information we gather and store?

The Data Protection Act (2018) controls how your personal information is used by organisations, businesses, or the government. Everyone responsible for using personal data has to follow strict rules called 'data protection principles'. We therefore must make ensure the information is:

- Used fairly, lawfully, and transparent
- Used for specified, explicit purposes
- Used in a way that is adequate, relevant, and limited to only what is necessary
- Accurate and, where necessary, kept up to date
- Kept no longer than is necessary
- Handled in a way that ensures appropriate security, including protection against unlawful or unauthorised processing, access, loss, destruction or damage.

We store personal data in either a locked filing cabinet, or password protected computer, which only staff have access to. We have a duty to update your Personal Plan 6-monthly or sooner. Care providers are required to store information for 50 years.

Is there a difference around confidentiality between paid Staff and volunteers?

Volunteers are instructed to keep confidentiality within our organisation but for their protection they are encouraged, if they are concerned about something told to them by a member in confidence, to share that worry with a paid member of staff. This is to protect the volunteer. If you tell something to a paid member of staff in confidence, then you can expect that member of staff to keep it to themselves with the exceptions given above relating to criminal offences and perceived risk.



Making a difference

We encourage our members to become involved as much as possible. Remember it is your service and should meet your needs. There are three main ways of influencing how the service is run and having your say.

1) Suggestions

As mentioned, before we highly value your suggestions. These could be something as simple as asking for jam as well as marmalade for the toast in the morning to something as radical as suggesting that day opportunities should be run at a different time. Please don't worry about the practicalities of any suggestion; you may be surprised by what is possible. If for any reason the staff feel they are unable to implement a suggestion you make the reasons for this will be clearly explained to you – if you are not satisfied with the explanation, you can ask for your suggestion to be put on the agenda for the next Service Users Meeting.

2) Service Users Meeting

These are held four times a year with one of the Managers in attendance. Anyone can place items on the agenda for the meeting and you will be informed about the meeting in advance to give you time to think about what you wish to discuss. These meetings are a suitable forum to discuss larger issues affecting day opportunities, they may not be the best place to talk about things that only affect you. If you feel unable to make yourself heard in these meetings for whatever reason, please talk to a member of staff who will make changes to how the meetings are held to make it easier for you to be involved. Or if you wish a staff member can advocate on your behalf. You can also bring your own advocate to these meetings if you wish.

3) The Annual General Meeting (AGM)

Queensferry Care has a volunteer Board of Directors. Once a year the AGM is held, by the Board, and members get an opportunity to vote on matters such as the election of new Board members and the budget for the following year. To be able to vote at the AGM you must become a "Voting Member" of Queensferry Churches' Care in the Community, this does not cost anything to do but you must promise to pay £1 in the event of the company folding. The form to sign, to become a "Voting Member", is included in this booklet (see Appendix 2), and it is recommended that everyone does this. As well as allowing you to vote at the AGM becoming a Voting Member allows you to put items on the agenda for the AGM (we can assist you to do this). Transport will be arranged for anyone that needs it, to attend the AGM.



Comments, Complaints and Suggestions

Comments

QCCC welcomes feedback from service users, carers, relatives, visitors, advocates, and representatives. Anyone wishing to make any comment on our service may do so by speaking directly to a manager or member of staff. Your comments will be recorded in writing in the “Comments, Complaints and Suggestions Log” by the Manager. Any such correspondence will be presented to the Board of Directors, along with the Log at their next scheduled meeting. They may choose to make their own response to any such comments.

Suggestion Box

A Suggestion box is available in the reception area of The Haven. This is for anyone who wishes to make comments or suggestions regarding QCCC. The Manager will log any material received as above and will empty this box on a regular basis. When a complaint is received in the Suggestion box, it will be dealt with by the normal complaint procedure, outlined below.

Complaints

QCCC sees complaints as positive feedback about perceived weaknesses in our service and promises to investigate any complaint thoroughly and in confidence. It should be noted that any complaint made would not affect any service user entitlement to our service.

A complaint may be made verbally or in writing to a QCCC Manager or in his/her absence to a senior member of staff. If you require assistance to put your complaint in writing you should approach a QCCC Manager or member of staff who will act as an advocate for you or alternatively arrange for an outside agency to act in an advisory capacity.

Whenever possible a verbal or written response will be given to you at the time of complaint. If you are satisfied with this response, the matter will be considered dealt with, and an entry made in the Log.

When an immediate response is not possible a QCCC Manager will investigate the nature of the complaint. A response in writing will be made within 14 days - unless there are exceptional circumstances. A QCCC Manager will record the nature of the complaint, the investigation, and the response in the Log, which will be fed back to the Board of Directors.

If you are unhappy with the response or wish to communicate directly with the Board of Directors, please write to:

The Company Secretary
Queensferry Churches' Care in the Community
The Haven
25B Burgess Road
South Queensferry
EH30 9JA



If you are unhappy with the response, then you should contact either The Care Inspectorate or City of Edinburgh Council: -

Care Inspectorate
Head Office
Compass House
11 Riverside Drive
Dundee
DD1 4NY

Tel: 01382 207 100
or 0845 600 9527 (Enquiries Line)

Write to any of their offices or fill-in their online complaints form.

www.scwis.com

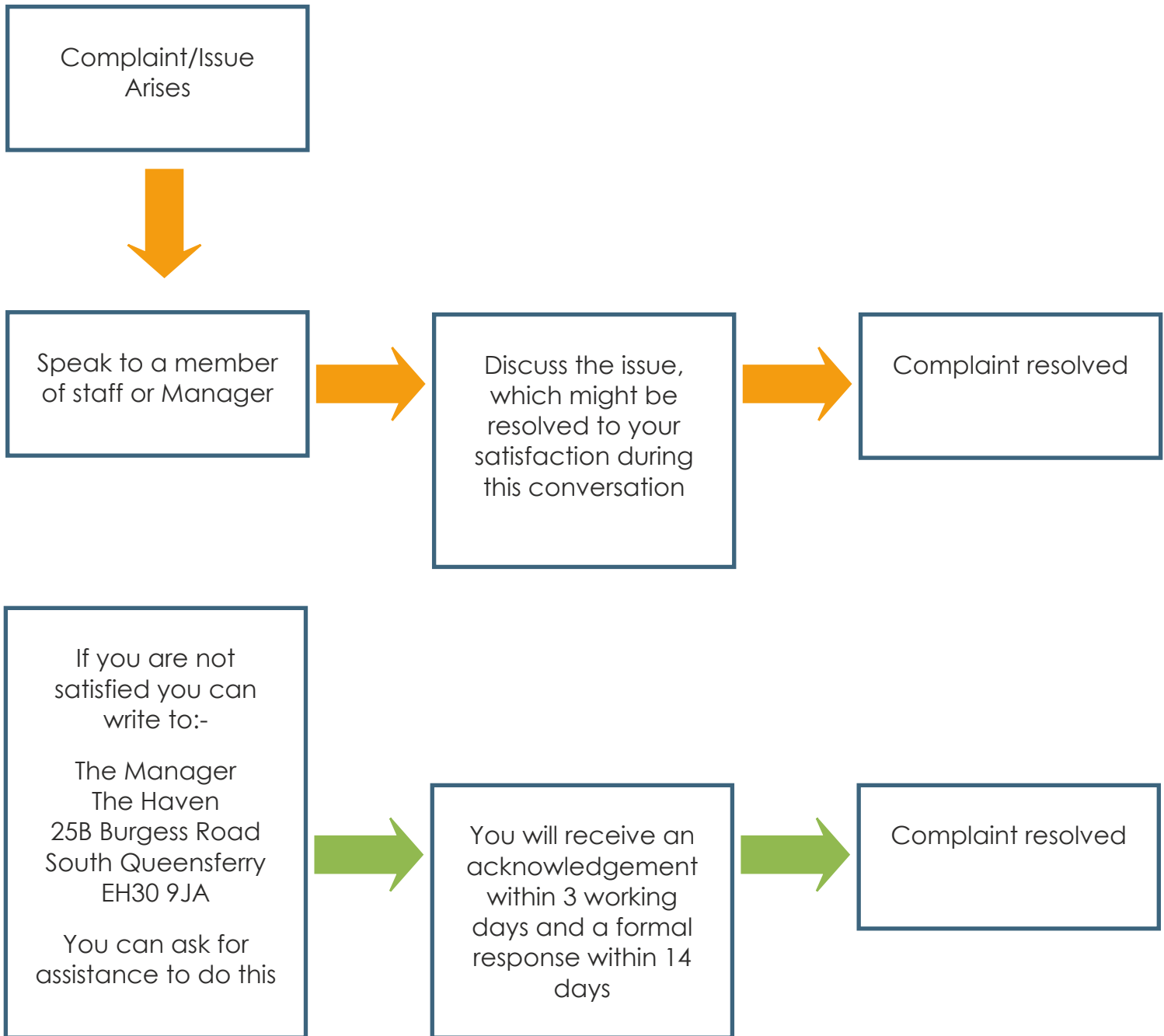
City of Edinburgh Council
Social Care Services Advice and Complaints
Level 1:7
Waverley Court
4 East Market Street
Edinburgh, EH8 8BG

Tel: 0131 553 8395

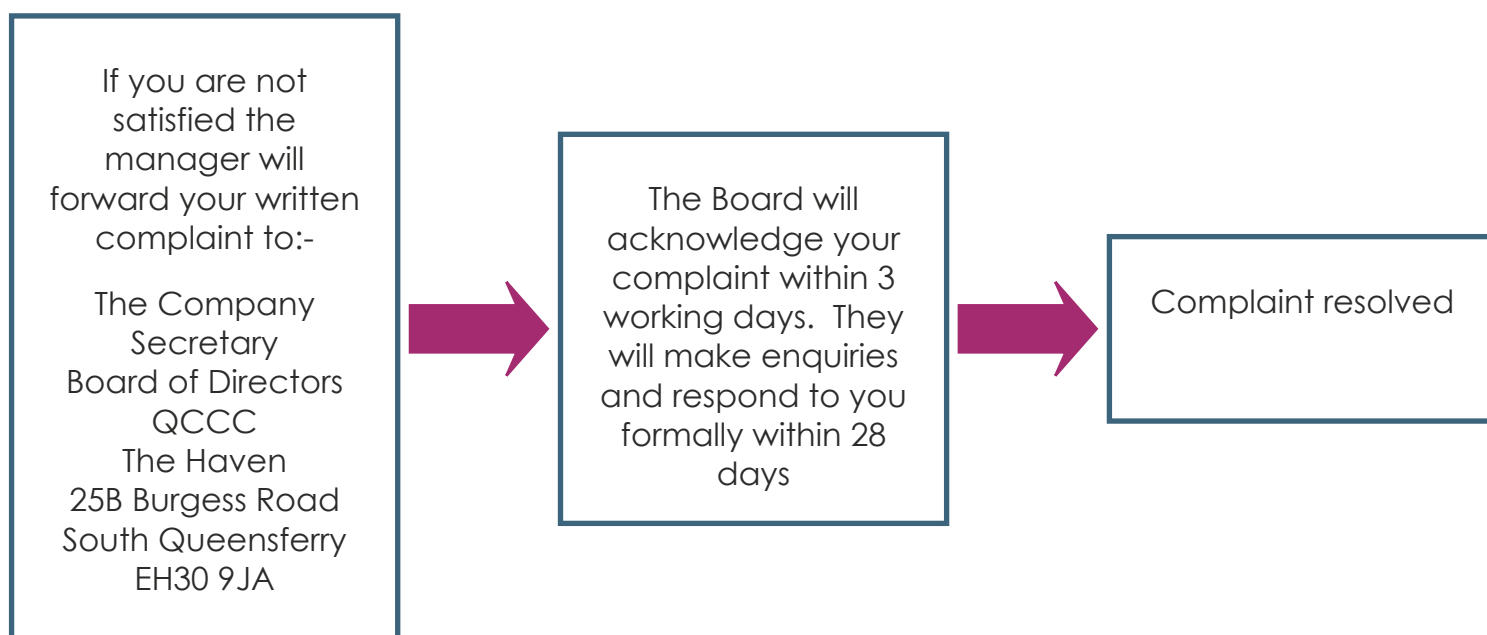
Email: **socialwork.complaints@edinburgh.gov.uk**

Appendix I

Complaints process



Complaints process cont.



<p>If you are not satisfied the Board must refer your complaint to the:-</p> <p>Care Inspectorate 3 C&D South Victoria Quay Edinburgh EH6 6QQ</p> <p>Tel 0345 600 9527</p> <p>Alternatively you can make your complaint directly to the Care Inspectorate</p>	<p>You can also contact:-</p> <p>City of Edinburgh Council Social Care Services Advice and Complaints Level 1:7 Waverley Court 4 East Market Street Edinburgh EH8 8BG</p> <p>Tel 0131 553 8395 Email socialwork.complaints@edinburgh.gov.uk</p>
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Raising complaints and/or issues is important to make sure we can deliver the best quality of care and support to you and your family. For more information or if you have any suggestions regarding this document, please speak to a staff member or Manager.

Queensferry Care

Connecting people with their Community



The Directors invite you to apply to become a member of Queensferry Churches' Care in the Community. Under Company rules any person who so wishes is required to complete the following application. To qualify for membership, you must be over 18 years of age and interested in furthering the objects of the Company which are "To provide quality support services to older people and their carers within their communities of Northwest Rural Edinburgh, enabling them to maintain an independent lifestyle within their community with the assistance of that community". Members have voting rights at the Annual General Meeting and certain other rights and responsibilities. Among the responsibilities is that every member undertakes to contribute such sum as may be required, not exceeding £1, to the Company's assets if it should be wound up.

I wish to apply to become a member of Queensferry Churches' Care in the Community

Name

Address

.....

Telephone

SignedDate.....

To be returned to The Company Secretary
Queensferry Churches' Care in the Community
The Haven
25B Burgess Road
South Queensferry. EH30 9JA



Honorary President - Lady Lydia Stewart Clark
Honorary Vice Presidents - Dr Alison Macartney and Reverend Ian Wells



Appendix II

Payment and refund of day opportunities fees

Scope:

This procedure is intended to encapsulate the normal payment process within the day opportunities section of Queensferry Churches' Care in the Community.

Process Description

- 1) Day opportunities members are required to pay a contribution towards their day opportunities service. This charge is currently fixed by Edinburgh City Council. This charge cannot be paid by Edinburgh City Council direct payment.
- 2) The first invoice will be issued on the 1st day of the following month after the member joins day opportunities.
- 3) Each member of day opportunities will be encouraged to submit a completed Standing Order form to the Administrator within one month of joining. Card payments will also be accepted face to face. Whilst our aim is to have a cash free payment system within day opportunities, we appreciate some people may still want to pay by cash or cheque and we will accommodate this.
- 4) An invoice will be issued to cover any outstanding amount not covered by the first invoice and the start of any standing order on a month-by-month basis.
- 5) Should the first invoice go unpaid, the service user or carer will be consulted, and an attempt made by the day opportunities team to rectify any issue arising, which may include a financial assessment to ensure all entitlements are in place in cases of financial hardship.
- 6) Should 2 consecutive invoices go unpaid; or invoices issued over a period of 3 months receive irregular payments; the place offered to the service user will be suspended.
- 7) A fee recovery plan should then be put in place as agreed with QCCC, day opportunities member and/or carer and the suspension lifted. If this plan breaks down the member and /or carer will be informed, and place suspended until all outstanding fees are paid. QCCC will always endeavour to work with members and carers to ensure any person experiencing financial hardship gets access to help available.
- 8) Should an agreed fee recovery plan fail for a reason other than that stated in 7, the service users place will be suspended at the discretion of the management team following on from discussions with both the service user and any carer.
- 9) If a member is readmitted to Day opportunities following on from issues around fee payment, a standing order will be mandatory for the recommencement of service.



- 10) If a day opportunities member is discharged for non-attendance over a 4-week period, a refund of any day opportunities fees paid will be sent to the named individual, covering the period from when day opportunities was either informed of the person's decision to leave, or made the decision that the person was to be discharged. The management team will have the discretion to either extend or reduce the 4-week period governing a client's discharge.
- 11) Queensferry Cares day opportunities fees are set by Edinburgh City Council. Following any alteration by Edinburgh City Council invoices will be issued to all affected day opportunities members, with a request to modify their standing order if appropriate. Failure to rectify any incorrect standing order within 4 months of the initial request to do so will result in the addition of a monthly administrative charge. The current administrative charge is £10 per month for invoiced amounts. The same applies to non-cancellation of a standing order following discharge.
- 12) In the event of a death during membership of Day opportunities, all debts against the deceased will be cancelled. Any refund of fees will be processed as a matter of urgency.

Process Control

This process will be followed by the day opportunities team, while any non-payment of fees will be followed up by the management team.

Processing and invoicing of payments is the responsibility of the administrator.

A monthly status report of payment defaulters will be issued by the Administrator.