

THE
INNOVATE
DAY CENTRE
C.I.C

Welcome Pack



Welcome Letter...

Dear Client,

We would like to take this opportunity to thank you for choosing The Innovate Day Centre. Established in 2013, The Innovate Day Centre prides itself on being unlike any other day centre in the borough. Founders, Sue and Christina Cattermole, recognised that there was a lack of services for the elderly community whilst caring for a family member with dementia.

In December 2013, The Innovate Day Centre opened its doors to the elderly population of the London Borough of Hillingdon. The centre has gone from strength to strength and now accepts clients from South Buckinghamshire County Council and the London Boroughs of Ealing and Harrow. We are commissioned by the London Borough of Hillingdon for clients with Care Packages but a majority of our clients are self-funding.

Our aim is to provide a safe and welcoming environment for those who are lonely and isolated, those who are keen to socialise with others and an opportunity for Carers to have a well-deserved break during the day.

In this Welcome Pack you will find information regarding the centre but also a number of forms that need to be completed, signed and returned to the Centre Manager before your start date.

The Innovate Day Centre is a Community Interest Company (C.I.C.)



Our Services...

For £80.00 per day, all inclusive, clients can enjoy;

- Transport to and from the centre
- Breakfast on arrival
- Two course homemade hot lunch
- Vast range of activities
- Live entertainment
- 1-to-1 rehabilitation exercise sessions
- Group exercise class
- Monthly Chiropody Clinic
- First class care staff
- Personal care (if required)
- Sanitary and medical supplies
- Appointment booking (GP etc.)
- Mental and physical stimulation
- In house Counselling service
- Adult Learning Courses (computers, cooking, crafts etc.)



Transport - We provide daily transport to and from our centre. Clients are collected in groups of 3 from a similar area to ensure that vehicle journeys are short and hassle free.

Meals - We serve breakfast to our clients on arrival and offer a large choice of hot lunches and desserts every day. We feel that choice is important in older age when clients may feel as though they have lost their independence. Our breakfast and lunches are homemade onsite every day.

Activities - We offer a vast range of activities at the centre. We pride ourselves in thinking outside of the box and our clients regularly bake cakes and savoury foods to take home with them. We also do a lot of group activities to stimulate clients physically and mentally.

Exercise Sessions - We run daily group exercise classes with our clients to improve and sustain mobility.

Chiropody Clinic - Our Foot Health Practitioner attends the centre monthly to offer a Chiropody Clinic to clients.

Bereavement & Alzheimer's Support Counselling - Our in house counsellor is here daily to provide support to families and clients.

Client Information Sheet

Title	Mr / Mrs / Miss / Dr
Forename	
Surname	
Date of Birth	
Address	
Postcode	
Home Telephone	
Mobile Telephone	
Emergency Contact Name	
Emergency Contact Relationship	
Emergency Contact Landline	
Emergency Contact Mobile	
Emergency Contact Email	
GP Name	
GP Address	

Living Arrangements	Alone / Spouse or Partner / Family / Other:
Mobility Aids (Please tick appropriate)	<input type="radio"/> Hearing Aid <input type="radio"/> Glasses <input type="radio"/> False Teeth <input type="radio"/> Walking Stick <input type="radio"/> Walking Frame <input type="radio"/> Wheelchair <input type="radio"/> Other (please specify)
Allergies	
Special dietary requirements	
Do you require assistance with; (Please tick appropriate)	<input type="radio"/> Eating <input type="radio"/> Toilet <input type="radio"/> Mobility <input type="radio"/> Transport <input type="radio"/> Other (please specify)
Who is funding you to attend The Innovate Centre? (Please tick appropriate)	<input type="radio"/> Self-funding <input type="radio"/> Social Services <input type="radio"/> Other

Please state any other health conditions below;

Centre Manager use only

Is the client: (please circle)	Deaf Blind Partially Sighted Learning Disability Dementia Other:
Please describe any communication and interaction concerns:	
Details of difficulties in making decisions and or understanding their impact:	
Understanding and retaining information:	
Emotional and well-being assessment:	
Memory and orientation:	
Planning and decision making:	
Health condition/disability:	
Behaviours affecting self or others:	
Current risk of self neglect:	
Transferring within the centre:	
Transferring into and out of transport:	
Risk of harm to others/carers whilst assisting with transfers:	
Is the centre still able to meet needs of the client:	

Medical Questionnaire

(Please CIRCLE the appropriate answer and sign)

Do we have your permission to resuscitate the client? **YES/NO**

Do we have your permission to call the emergency services if/when required in the event of an accident/illness/psychotic episode? **YES/NO**

Do we have your permission to administer your EpiPen (please supply) in the event of Anaphylactic reaction? **YES/NO/NA**

Do we have your permission to administer Aspirin to the client in the event of a heart attack? **YES/NO**

Do we have your permission to administer Paracetamol to the client in the event of a headache or anything requiring pain control? **YES/NO**

Do we have your permission to administer GTN spray (please supply) to the client, when required, if they have been diagnosed with angina or a heart condition? **YES/NO/NA**

Are you currently on Warfarin? **YES/NO**

CORONAVIRUS VACCINATION

Have you had a Coronavirus vaccination? **YES/NO**

If 'yes' to the above, have you had a 1st and 2nd vaccination? **1ST ONLY / 1ST AND 2ND**

If you have only had the 1st, when is your 2nd vaccination due?

By signing below you agree to the above being/not being implemented should the need arise whilst at The Innovate Day Centre.

Signed:

Print Name:

Date:

Sunscreen Application

During the summer months, it is important for us to ensure the wellbeing of all of our clients within the centre. Please find below a consent form giving permission for us to apply sunscreen in the event of any client utilising our garden area for activities.

I give permission for to have sunscreen applied by staff at The Innovate Day Centre in the event of exposure to direct sunlight.

Signed:

Date:

Medical Supplies

We have a range of medical supplies at the day centre such as incontinence pads/pullups and creams for sores/rashes.

I give permission for to be fitted with sanitary supplies if required. I give permission for the day centre to use sore/rash cream (Sudocrem or Bepanthen) if required.

Signed:

Date:

Terms & Conditions

By attending The Innovate Day Centre, all clients and families agree to the following terms and conditions;

Invoices and Late Payments - Clients are invoiced on a monthly basis. Invoices are paid for in advance of the following month and are due 14 days after the invoice date if paying by cheque or BACS or the 24th of each month if paying by monthly standing order. Late payment of invoices will incur a charge of 1.5% of your invoice total as well as a £5.00 administration fee. If your invoice remains unpaid into the month in question, the client will not be collected on the transport run until the invoice is settled in full.

Refunds - The Innovate Day Centre operates a 30 day refund policy from the date of request.

Notice period - Clients are required to give The Innovate Day Centre 30 days paid written notice prior to leaving the centre for any reason so that we may offer your place to another client on our waiting list.

Increased Days - If you wish to increase your days with us and we have a place at the centre on your preferred day(s), as a current client we will always endeavour to offer extra days before new clients. The increase will be subject to the same terms and conditions above.

Decreased Days - If you wish to decrease your current days with us, this will be subject to the same terms as above, 30 days notice period paid up to date.

Missed Days - We do not refund clients for any days missed and clients will be expected to attend on an additional day(s) to make this time up. Only if a client attends The Innovate Day Centre on all of the days that we are open will they be considered for a refund.

Illness, Hospitalisation and Holidays - Full price payment must still be paid to keep your place if you suffer illness, are hospitalised, in respite care or on holiday. Clients funded by the London Borough of Hillingdon must be prepared to self-fund their holding place if they are ill, hospitalised, in respite care or on holiday.

Transport - If you are booked on the transport list and miss your pick up time, you will be expected to make your own way to the centre and will be charged for the missed transport service. If you then cannot attend because you have no transport, you will essentially lose this day unless you wish to attend on an additional day.

Aggressive/Abusive Behaviour - Aggressive or abusive behaviour towards our staff and other clients will not be tolerated and it will be at the Centre Manager's discretion as to whether you will be permitted to use our services in the future. If you are not permitted to return to The Innovate Day Centre, you will not be refunded your initial deposit payment or any outstanding days.

We assess all clients before attending The Innovate Day Centre to be sure that they do not display any aggressive or abusive behaviour. We are careful to monitor client's behaviour and if a decline is noticed, the next of kin will be contacted and informed. If a client becomes aggressive towards a member of staff or another client, the next of kin will be contacted and will be expected to collect the client from the centre. It is at the Centre Manager's discretion as to whether or not the client will be permitted to return and as to whether the initial deposit payment will be refunded.

Medical Conditions - If the Centre Manager is not informed or kept up to date of a particular condition that a client may have or developed recently, The Innovate Day Centre is not responsible for any situation that may result from this. This can include a change of medication, or new diagnosis of a medical condition or a change in behaviour that the family may have noticed. It is imperative that the Centre Manager is kept up to date with any of the above changes.

Complaints - Any concerns or complaints must be voiced in the first instance with the Centre Manager. If the concern or complaint is not resolved, you must then address the issue in writing to the Director. The Director will then respond to your issue in writing within 14 days from receiving your letter.

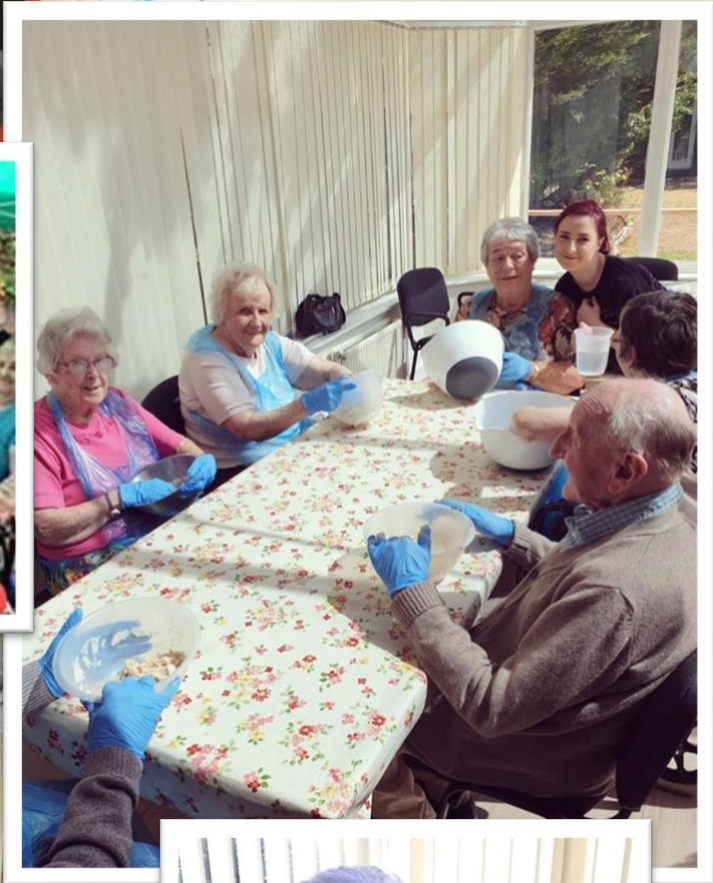
Please note that these Terms & Conditions are updated regularly. It is the client's and their family's responsibility to view these terms on a regular basis via our website. Clients are also more than welcome to request latest up to date copies of Terms & Conditions.

I hereby confirm that I have read the above contents of this document and that I will oblige with the Terms and Conditions set out by The Innovate Day Centre.

Signed:

Print Name:

Date:



*"People will forget what you
said, people will forget what you
did, but people will never forget
how you made them feel."*

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The Innovate Day Centre



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