

Wexham House Day Care Centre

Day services for older people



This booklet gives information about the Wexham Day Care Centre. We welcome feedback on the booklet and views on the service.

Wexham House Day Care Centre

The day care centre provides 20 places each day from Monday to Saturday for older people (over 65 years) from the Asian community in Slough. The centre is provided by Slough Borough Council Social Services department.

Slough social services values

Each person regardless of level of dependence or disability is a unique individual and a valued member of society with a right to:

- respect and a positive image
- access to the experiences and opportunities which other citizens value and seek
- make choices about their life and lifestyle
- the support they need in order to be included in and participate in the community

The aims of the day care centre

- To provide a safe and secure environment
- To provide opportunities for socialisation and mental stimulation through a range of activities suitable to the different faiths and cultural mix of people attending the centre
- Enable the service users to regain and maintain their independence to continue to manage their daily living activities
- Rehabilitate service users after illness and periods of hospital care
- Reduce social isolation
- Celebrations of different faith festivals take place throughout the year

About the staff team

The day centre officer and the two other staff members speak a range of Asian languages - Punjabi, Hindi, Urdu and English.

The staff receive the relevant training and supervision they need to carry their role and responsibilities effectively. All staff members are police checked and this is repeated every three years.

How do the service users spend their time at the day care centre?

- There are a variety of daily activities such as music and movement, needlework, knitting, sewing, crochet, memory recall and reminiscence, painting, drawing, board games, hand and foot massage, healthy eating discussion, cooking and gardening
- Service users are offered the opportunities to participate in outings, trips to local attractions and shopping trips
- Throughout the year visits are made to places of worship such as the Singh Sabha Temple in Southall, the Neesden Hindu Temple
- Domestic activities are encouraged to enable service users to maintain their daily living skills
- Service users receive regular newspapers and magazines in Urdu, Punjabi, Hindi and English to read. Sessions are held to discuss and share national and international news
- Hobbies are promoted through the gardening group and care of indoor plants
- Basic English teaching sessions take place weekly to promote independence
- Visiting professionals give talks on first aid, health and safety, benefits and pensions
- A two course meal is provided as well as beverages throughout the day

- Service users are able to use the hairdressing, chiropodist and optician facilities from the residential home

Where is the day care centre?

The day care centre is at 132 Knolton Way, Wexham Estate, Wexham. It is on the main bus route to and from Slough. All local amenities are within walking distance.

What is the day care centre like?

- Currently there is a large spacious lounge with wide windows over looking the garden
- There is a kitchenette attached where service users can make drinks
- There is a large garden for people to stroll around
- There is a patio area with garden furniture for people to use in the summer

How do you get to the day care centre?

Transport is provided to pick up day centre users from 8.30am onward. At about 3pm a return journey is made to your home address. You can also use the Out and About transport service or a family member.

How do you make arrangements to attend the day care centre?

Contact Slough social services at the Town Hall on 01753 690400 or email us at communitycare@slough.gov.uk. A social worker will advise you accordingly.

You are invited to spend a day here to find out what goes on and whether the facilities suit you. We encourage a family member or friend to come along as well.

How much does it cost to attend the day care centre?

After an assessment by the finance team you will be informed if you will be charged and how much it will cost you to attend the centre.

What happens if you are unable to attend?

If people cannot attend the Day Care Centre, you need to let the centre know as soon as possible - tel: 01753 574293 so that we can cancel the transport. We will phone you at home to ensure you are safe and well if we do not hear from you on the day we expect to see you, or make arrangements for the social worker to visit you.

The care plan

Your care needs are detailed in your care plan. Your care plan contains information about how we will meet your needs.

Every six months we will have a meeting with you to review your needs and the care plan is altered accordingly.

Confidentiality

All personal information on people who receive a service provided by social services is recorded and kept confidential to the department. You have the right to request to see your record. Staff will only share your personal information with your consent. Some information is shared with those who need to know in order to provide the service you need.

If a service user is unable to give consent because of limited understanding, we aim to work closely with relatives and carers in the best interests of the person receiving the service.

What to do if the service you are receiving is not satisfactory?

Please contact the assistant manager or the manager if you have comments, concerns or complaints about the service. Alternatively please contact the group manager community care on 01753 690470 or email customer care@slough.gov.uk or complaints manager on 01753 875770.

The complaint leaflets and forms are on display in the day centre for service users. We regard questions and complaints as a positive opportunity to improve our service.

Other help outside Wexham Day Care Centre

- Slough Citizen Advice Bureau Tel: 01753 522004 Open Monday, Wednesday, Thursday and Friday 10am to 4pm, Tuesday 10am to 1pm and 5pm to 7pm
- Slough Age Concern Advice and Information Service and Advocacy Service Tel: 01753 822890
- Alzheimer Disease Society Tel: 01753 647286
- Carers National Association (Slough and District) Tel: 01753 647286
- Slough Carer Support Service Tel: 01628 668413
- Slough Asian Carers Group Tel: 01753 690400
- M.E.C.V. for information on the many ethnic minority support groups in Slough Tel: 01753 576024

How to contact Wexham Day Care Centre

Wexham House Day Care Centre
132 Knolton Way, Wexham Court, Slough SL2 5SQ

Assistant Manager
Telephone: 01753 574293 Fax: 01753 574293

Opening hours: Monday to Friday 9am to 3pm
Closed on public holidays

How to contact us

You can contact the Community Care Services Department for advice and support, we are here to answer your calls from 9.00am to 5.00pm - Monday to Friday.

Please phone us on 01753 690400

You can email us at communitycare@slough.gov.uk or visit our website www.slough.gov.uk.

Emergency calls received on the above number outside normal hours will be passed to our special emergency social care service.

This leaflet can be made available on audio tape, in braille, large print and in other languages on request.

