

Elliman and Langley Resource Centres

Day opportunities for people with learning disabilities

Elliman and Langley Resource Centres

The resource centres are provided by Slough Borough Council social services, and are for adults with learning disabilities.

Aim of the centres

To promote independence in a stable, secure, caring and stimulating environment.

Slough social services values

Each person, regardless of their level of independence or disability is a unique individual and a valued member of society with the right to:

- Respect and a positive image
- Access the experiences and opportunities which citizens value and tend to seek
- Make choices about their life and lifestyle
- The support they need in order to be included in and participate in the community

What are the resource centres like?

The resource centres are modern, purpose built, single storey buildings. The facilities include specially adapted kitchens and bathrooms, gardens with raised flowerbeds and barbeque areas and activity rooms.

What can you do at the centre?

There is a wide programme of activities on offer, based around the individual needs of our services users.

This programme will include some of the following activities:

- Living, social, work or communication skills
- Further education courses to promote independence provided by East Berkshire College
- How to stay safe
- Physical development opportunities such as visits to the local leisure centre and swimming
- Activities for older members such as arts and crafts and physiotherapy

- Activities for people with physical disabilities including music and physiotherapy
- Opportunities for self expression such as drama sessions and advocacy (where service users are encouraged to express their wishes)
- Cultural awareness which aims at understanding our communities
- Links with local colleges for adult learning courses supported by teachers at the college

Individual programmes are made for everyone who attends, these are designed to promote independence. A copy of the programme is given to each service user.

As needs change, the programme can be adapted and each year this is reviewed by the service user, their carers and other professionals.

Meals

Meals are not provided, and service users bring their own lunch.

How do people start attending the resource centre?

Slough Community Team for People with Learning Disabilities (CTPLD) is the first point of contact for people interested in attending the resource centre. The care manager/community nurse from the CTPLD will assess the need for support from social and health services - this is called the 'assessment of needs'. A decision will then be made as to whether someone is eligible for services using the eligibility criteria.

Visits to the resource units will be arranged for the service user and carers to have a look around and to ask questions.

The manager will write confirming an offer of a place, the start date, the outline of a timetable and any transport arrangements.

You can contact the CTPLD on 01753 690860 or email on: learningdisability@slough.gov.uk

Quality of care

Staff work together to ensure those individual needs are well met. The staffing ratio is designed to provide appropriate levels of care and support.

Staff are recruited under equal opportunities guidelines and are supported through regular training and work supervision.

Staff are police checked before taking up employment and this is repeated every three years. Senior managers from social services visit monthly and talk to service users about how they find the service.

We place a very high value on involving the people who use our service and their carers in the planning of the service.

Is there a charge for those who attend the resource centre?

Everyone is assessed financially, and may be liable for a charge.

A charge of £1 a day is made for refreshments.

A separate charge is made for attendance at some sessions, e.g. bowling.

Slough Borough Council review their charges every year and we will keep you informed of any changes.

Comments, suggestions and complaints

If a service user, or their carer, is unhappy with the service provided, the keyworker or the manager should be approached. If they wish to talk to someone outside the resource centre, they should contact the Social Services Customer Care/Complaints Officer on 01753 875770.

Most issues can be quickly resolved to everyone's satisfaction. We regard questions, comments and complaints as a positive opportunity to improve our services and do our best to resolve issues as quickly as possible to the satisfaction of the service user.

Details of the complaints procedure are displayed on the notice board at the resource centre.

Confidentiality

All personal information on those 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 records.

Staff will only share your personal information with your consent. The minimum information is shared with those who need to know, in order to provide the service.

There are exceptions to this general rule, for example, if social services believe a person is at risk of harm and there is a need to discuss this situation with others to protect the person.

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

How to contact us

Elliman Resource Centre

27 Purser Close
Off Elliman Avenue
Slough
SL2 5DL
Telephone: 01753 477067

Langley Resource Centre

Spitfire Close
Off Common Road
Langley
Slough
SL3 8JX
Telephone: 01753 545115

Opening hours

Monday to Friday 8.45 a.m. - 4.00 p.m.

We are closed on public holidays

How to contact social services

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.

If you would like a copy of this document translated please ask an English speaking person to request this by calling 01753 690759. Alternatively please call Slough Translation and Interpreting Service on 01753 701157.

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Slough Borough Council builds services that challenge and overcome all forms of discrimination, are responsive to all our communities' needs and celebrate diversity.