

# ABINGDON RESOURCE AND WELLBEING CENTRE



*"We can assist you with self directed support at the  
Abingdon Resource and Wellbeing Centre –  
see details within"*



## **What is self directed support and who can access it?**

Self directed support is for adults (aged 18 and over) who need social care and support services. It is a new way of social care made available to people who need assistance with things which many of us don't think twice about, such as getting up in the morning, doing their shopping or leaving home to go to work or socialising.

Whether you are someone who uses social services, looks after someone who does or are a professional working in social care, we aim to provide information about self directed support in this brochure.

## **How will clients benefit?**

Self directed support puts what is important to clients at the centre of all decision making. By planning their own support, they will be able to say exactly what is important to them, what they want help with and how, and to live their life as independently as their situation allows.

### **Abingdon Resource and Wellbeing Centre**

Audlett Drive, Abingdon, OX14 3GD

Phone: 01235-521094

Open: Monday to Friday, 9am to 4.30pm.

Abingdon Resource and Wellbeing Centre offers an extensive range of social and care services. The centre provides 40 places a day for older people and 24 places a week for physically disabled individuals. The centre offers a range of prevention and support services focused on the wider community. It works with other partners such as Oxfordshire and Buckinghamshire Community Mental Health Teams and Age Concern, along with other voluntary partners, in order to provide a comprehensive care package.

Abingdon Resource and Wellbeing Centre offers a daily programme of activities that include a hot lunch.

The centre mainly caters for individuals in need of short-term support with links to other services within the local community.

Parking available with disabled access.

# Staff Profiles



**Tony Andrews** – Resource and Wellbeing Manager

**Career:** My previous roles have been a Nurse, a Home Manager in Forensic Science, Home Manager (LD), Home Manager (Older People).

**Qualifications:** RMN (Leicester). RMA 4 & NCFE 2 Dementia Awareness. Management courses include Health and Safety, Hygiene, POVA, Manual Handling, Financial Management.



**Jackie Bowler** - Assistant Manager

**Career:** I've been in Care for 25 years, including 10 years as a District Nurse, all in the Oxfordshire area. I have been an Assistant Manager for 16 years in various Day Care Centres.

**Qualifications:** NVQ-3. Certificates obtained in First Line Management, Health and Safety, Food Hygiene, Manual Handling and Dementia Awareness.



**Pat Taylor** - Care Team Leader

**Career:** I've been working in Care for 25 years in the Abingdon area and have been the Care Team Leader at the centre for the past three years.

My primary role is to organise activities for the Care Assistants and provide a high level of specialist care for specific needs of the elderly

**Qualifications:** NVQ-3. Certificates obtained include First Aid, Health & Safety, Manual Handling and Food Hygiene.



**Christine Sadler** - Care Assistant

**Career:** I've been in Care for 25 years in the Abingdon area which includes Home Support, Rehabilitation and the over 65's day care.

**Qualifications:** NVQ-3. Certificates obtained include Health and Safety, Food Hygiene and Manual Handling.



**Sara Holloway** - Care Assistant

**Career:** I've been in care for 15 years in the Abingdon area, 13 years of which were with Residential Adults with Learning Disabilities. My primary role is to support the elderly with care to enable their independence.

**Qualifications:** NVQ-2 & 3. Certificates obtained include Food Hygiene, Communication skills, Manual Handling, Managing Grief and Alzheimer's ongoing training.



**Laura Nelson** - Assistant Cook

**Career:** I've been an Assistant Cook for 10 years at the Centre. I'm a specialist in Sponges and Desserts.

**Qualifications:** City and Guilds 7061 and 7062 in Catering. ULCI (Pastry) and Royal Society of Hygiene Level 2.

## A typical day

All centres are open from 9am to 4.30pm Monday to Friday. However, you will always be able to make phone contact by leaving a message on an answering machine. A member of staff will be on site from 8.30am.



09.00am – 10.30am      A light breakfast can be made available. Hot refreshments served on arrival.

10.45am – 12.00pm      Activities begin when everyone has arrived.

12.15pm – 01.15pm      Hot lunch served which consists with a main and a dessert.

01.15pm – 04.30pm      Programme of afternoon activity.

- Afternoon refreshments served on request.
- Freshly-prepared sandwiches available to take home on request.



- Staff available throughout the day supporting individual care need.
- Transport can be offered subject to assessed need.

# Prevention Health and Wellbeing

## Physical Support

Falls advisory clinic – weekly

Intermediate day care –  
physiotherapy

Exercises – seated and  
standing, five times a week by  
qualified trainer  
(qualifications needed)

Reflexology

Assisted use of bathroom

Podiatry (qualified podiatrist  
every 6 weeks).

Gentle health walks

Hairdressing, massage, hand  
massage, manicure therapy  
and chiropody

Breakfast  
Cooked lunch  
and take home sandwich  
service.

Small in-house shop, tea and  
coffee bar.

## Emotional Support

Group therapies with clinical  
psychotherapist

Specialist dementia groups

Group relaxation and healing

Memory strategy group

Reminiscences

Spiritual support/ Holy  
Communion

Computer classes, arts and  
crafts, pottery, cooking and  
flower arranging

Wellbeing sessions – speech  
and language, wi-fi, talks

Library, newspapers,  
newsletters and greetings  
cards

Age Concern Information and  
Advice Sessions

## Social Support

Age concern solo mates

Carer's Support Group  
Take a break for carers (carer  
respite service)

Good Neighbour Scheme

Entertainment, Outings to  
local places of beauty and a  
Cinema Club

Shuttle bus to town

Hands on Heritage and  
Speakers

Tea dances

Community work with  
schools and colleges –  
monthly newsletters

Gardening – own patch  
available

Age Concern Information  
and Advice Sessions

## Circles of Support



This activity provides opportunities to build relationships and social networks within local communities. The circles approach is used to enable older people to reconnect with ordinary life and, more importantly, engage in mainstream social activities. It can strengthen existing “circles” and introduce people to new situations within a supportive framework.

This service relies on having more focused conversations about what people would like to do with their lives and working out with them how to achieve their aspirations.

On referral staff will discuss which services would be most appropriate and the local circles that people can access in the area.



**Seeking Guidance?** – Services provided under the wellbeing umbrella both at the Centre and outside the Centre. Contact 'Point of Access' on tel: 0845-050-7666 for further information.

	<b>Information and Advice Service</b>
<b>Home Support</b>	
	<b>Intermediate Day Care Services</b>
<b>Relief to Care</b>	
	<b>Podiatry</b>
<b>OBMH Mental Health Support services</b>	
	<b>Circles of Support</b>
<b>Adult Learning</b>	
	<b>Advocacy Service</b>

## Customer care quality standards

When attending an Oxfordshire County Council centre, customers will:

1. Be treated politely and respectfully. Confidentiality will be kept in line with the Customer Care Code of Practice of July 2000.
2. Be given a clear explanation of the service they can expect and how it will be delivered.
3. Be given information on how to make a comment, compliment or complaint. The Oxfordshire County Council Comments and Complaints Service covers all centres.
4. Receive a service review at least once a year. A copy of the review will be made available to the customer and their carers.
5. Have a written care plan within one month of starting at the centre. The care plan will reflect individual needs regardless of personal circumstances (eg. Age, gender, ethnicity).
6. Be consulted annually about the service they receive.
7. Know that all managers will respond to referrals and public requests for information in writing within five working days.
8. Know that all staff working in centres have a written agreement to abide by the Code of Practice for Social Care Staff.

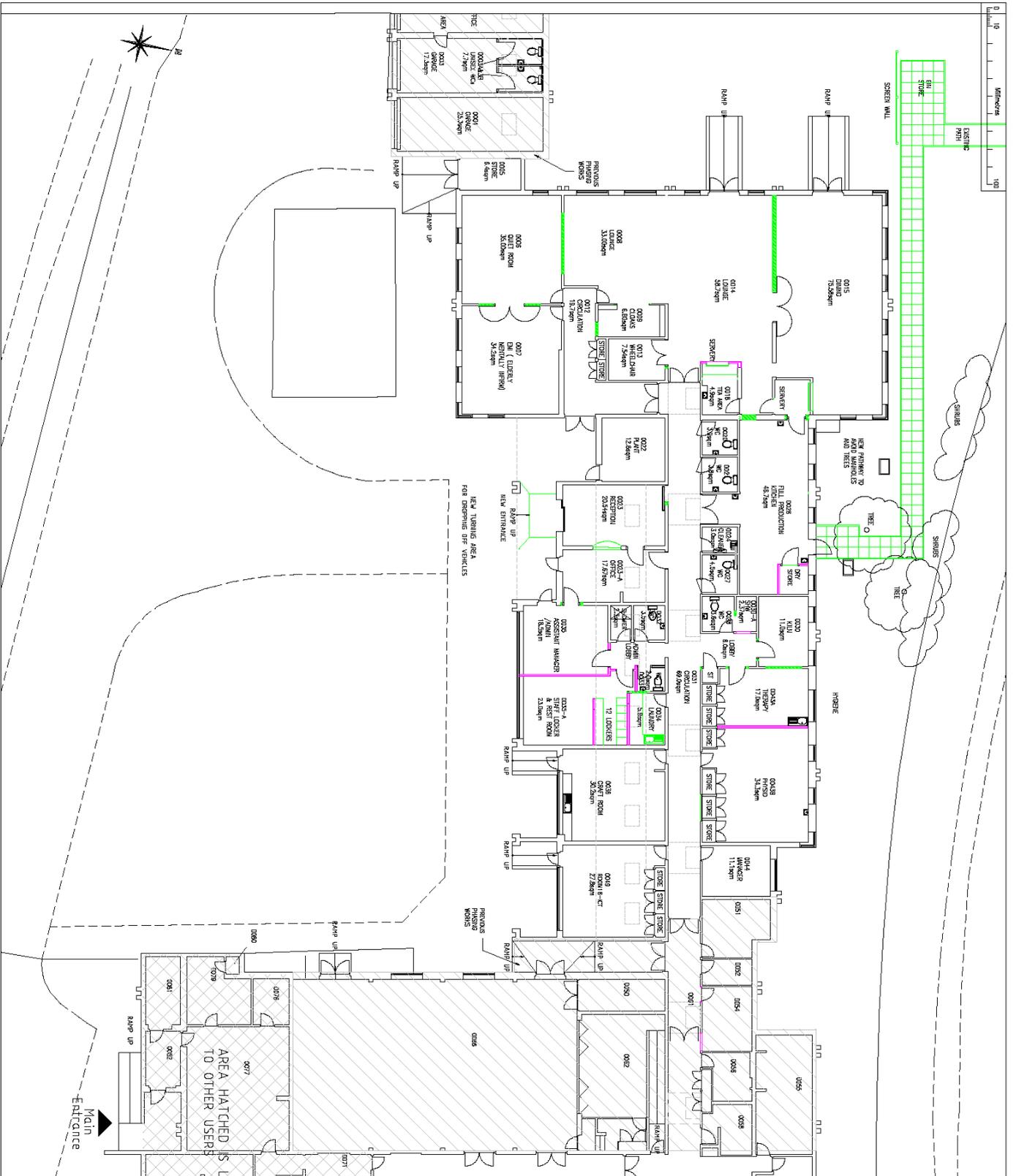


## Comments, compliments and complaints

It is very important to us to know what our customers think about the services we provide. If we know where things have worked well, then good practice can be shared and celebrated.

However, we know we don't always get things right, and it is vital that you tell us if things have gone badly or if you are unhappy so that we can improve. Our Comments and Complaints Service has been set up to ensure that this happens.

# Map



## Volunteering

Abingdon Resource and Wellbeing Centre contributes to a wide range of activities, however we always need more help in many areas of day centre life such as:

- Helping serve beverages and food.
- Activities: i.e. Arts & Crafts.  
Gardening projects, cooking and any new skills.
- Computer work.
- Talking and interacting with users.
- Community work.



There are no formal qualifications required to become a volunteer but there are health, safety and security issues that require an application form to be completed.

References and CRB checks are required. Some informal training will be given to ensure volunteers are kept safe. Please contact the Centre for further details.

## Quotations

“The atmosphere is friendly, the staff are super, nothing is too much trouble and they are, without exception, very caring. It’s my lifeline”.



“I am very satisfied with everything and think myself lucky to be looked after so well”.



“Coming to the day centre is like coming to an oasis in the desert”

“The team of carers have been exemplary. Their dedication, kindness and professionalism have made a huge difference to my mother’s quality of life”.



“The standard of care was excellent. My parents repeatedly said how grateful they were to the carers and considered them true friends”.

“I am completely satisfied with the attention I get from all people concerned with my home care. I am very grateful and I want to thank everyone who has helped me”.

“The centre is such a nice place to work; everyone is so friendly and kind ... they’re not just colleagues, but friends for life”.



## **To access self directed support at the Abingdon Resource and Wellbeing Centre, contact the Access Team:-**

The Access Team provides a single point of contact with Oxfordshire County Council's adult social care services.

The Access Team also provides information and signposting on a wide range of services and support available.

Access Team, PO Box 780

Oxford, OX1 9GX.

Phone: 0845-050-7666

Fax: 01865-783111

Email: [access@oxfordshire.gov.uk](mailto:access@oxfordshire.gov.uk)

SMS text number: 07788-571-577

### **Transport**

On referral to the centre people will be assessed for their transport needs. Oxfordshire County Council Integrated Transport can be provided (if required).

Wherever possible people should make their own way to the centres.

Possible transport services to consider:

### **Bus/Taxi**

Auto Taxi	01235-527711 / 524780 / 555735 / 554085 / 524999
Blue Badge scheme	0845 050 7666
Dial-a-ride	01865-374442      Kidlington
Octabus dial-a-ride	01865-876176
Stagecoach	01865-772250
Oxford Bus	01865-785410



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if this is the most up to date version  
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contact :**

**The Access Team  
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New Road  
Oxford OX1 1ND**

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Fax: 01865 783 111**

**Email [access@oxfordshire.gov.uk](mailto:access@oxfordshire.gov.uk)**

**00025/1/version1.0.  
(Expires Jan 2012)**