



Community Care Assynt Ltd

Registered Company No: 384051

Registered Charity No: SC044803

# **ASSYNT CENTRE SERVICE GUIDE 2016**

The Assynt Centre, Kirk Road, Lochinver IV27 4LT

The Assynt Centre is run by Community Care Assynt

## **INTRODUCTION TO THE ASSYNT CENTRE**

Community Care Assynt was formed in August 2010 to run a lunch club and support service for all with needs in Assynt. Services are based at the The Assynt Centre, which is located in the village of Lochinver on the remote sparsely populated North West coast of Sutherland. CCA, its staff and volunteers have successfully run the centre over the past 5 years providing lunches, activities, support and outings to its service users. In April 2014 CCA became a Charity rather than a CIC.

The board comprises a chair, and six directors. We are supported on financial matters by an accountant who lives locally and who attends board meetings. The Centre Manager updates the board at board meetings.

Over the past 5 years the advantages of having a community run company delivering this service in a remote setting have become even more apparent than previously. We can deliver a flexible service responding quickly to the needs of our service users which might range from ensuring all birthdays are celebrated to making contact with individuals in poor weather. Many of our service users live in remote settings where local knowledge of road conditions is essential.

Support from the community is fundamental to our way of working. It allows us to utilise community resources whether this is to lead activities at the centre or drive the minibus we run to bring clients to the centre from outlying areas.

The Assynt Centre is open Monday to Friday 9.30 – 5.

Our Board of Directors are:

David Slator - Chairperson

Monika Strell

Katherine Anderson

Maureen Scott

Dawn Chapman

Adam Pellant

Our Staff Team are:

Amanda Webb – Care Manager

Wendy Mackay - Deputy Care Manager

Marion Graham – Cook / Kitchen Co-ordinator

Tina Roney - Centre Support Worker

Jess Thomas – Centre Support Worker

Angie Gordon – Centre Support Worker

Rhona MacAskill - Relief Centre Support Worker

Alex Richie - Relief Centre Support Worker

Shona Langlands - Relief Centre Support Worker

## **SERVICES OVERVIEW**

The Assynt Centre provides a range of services and activities that aim to support the older residents of our community to live healthy, happy and independent lives as defined within the Joint Community Care Plan. The core activities of the Centre are:

### **Lunches**

Monday to Friday from 11.30 to 2pm – A 2 course lunch is cooked on the premises and served, including tea & coffee at a cost of £4.00

Transport is available to and from the Assynt Centre for lunch and

activities for all Assynt Communities, at a cost of £1 return for Lochinver and £2 return for outlying areas.

## **Programme of Activities**

### **Craft Session – Monday 2pm – 4pm**

The Crafty B's group bring along craft projects to work on.

**Computer Courses – Monday 10.30am – 12.30pm** ( run in 6 - 8 week blocks) Facilitated by Assynt Leisure & Learning Centre. - Please contact us for next available dates of these courses.

### **Pampering Session – Monday 2pm – 3.30pm**

A relaxing session where individuals can have a foot spa or their nails painted.

### **Activity Afternoon – Tuesday 2 – 3.30pm**

A range of activities such as Carpet Bowls, various Games, Crafts etc, takes place every Tuesday afternoon. Afternoon tea is served at a cost of £1.50

### **Activity Afternoon – Wednesday 2 – 3.30 pm**

A range of activities including information sessions & outside speakers etc, takes place every Wednesday afternoon. Afternoon tea is served at a cost of £1.50

### **Hairdressing – Thursdays 10 am – 12 noon**

A volunteer member of the public provides a Hairdressing Service at the Centre on Thursday from 10 - 12 at a cost of £5.

### **Facilitated Transport to Health Appointments – Thursday – 3.30 – 5pm**

Our bus is available to transport & support access to medical / health appointments.

### **Shopping Trips – Friday – 10.45am to 12noon**

A shopping trip to the centre of the village of Lochinver takes place every Friday morning at a cost of £1 return, Connect Assynt provide transport, support with the activity of shopping, support in writing lists and

completing the shopping for those unable to attend.

## **Information Service**

Leaflets are available on a range of useful subjects

## **Laundry**

All service users and the wider public have access to our Laundry Service as a drop off and collect service. Costs are as follows:

Over 65's / In Receipt of benefits: £2/wash & £2/dry

Others: £3.50/wash & £3.50/dry

## **Accessible Bath/Shower**

Support Services users have access to bath and shower facilities with the support of a CCA carer at a cost of £2. Non-support service users can use this facility with their own carer.

## **Hearing Aids**

The Centre holds a stock of hearing aid batteries for all community members.

## **Room Hire**

The Centre hires rooms for meetings, social clubs, courses and events. Several church denominations hold services at the Centre on Sundays. Please contact the Assynt Centre for availability.

## **Access to Health & Social Care Services**

Support to arrange appointments, transport to appointments, visits within the centre for meetings between service users and health and social care professionals.

## **REFERRALS**

The Assynt Centre works closely with the local medical practice, social workers and Care at Home service and therefore referrals can be made to the service either as part of the care needs assessment or as a signposting to community activity.

The Assynt Centre must be notified if a service user uses any of the Assynt Centre services instead of being provided with a care service as part of a Single Shared Assessment. i.e. – If a service user has lunch at the Assynt Centre five days a week and therefore does not require a home visit during these times, but does require a home visit at weekends when the Assynt Centre does not provide services.

It is acknowledged that even if a service user is in receipt of a care service they may be able to access the Assynt Centre independently and therefore may require no further support within the Assynt Centre.

If a service user, on any occasion, does not attend at agreed times, the care provider will be informed to ensure if possible that appropriate additional support is put in place by the Care Service Provider.

The Centre can provide enhanced Support Services and therefore those with additional care needs will need assessment by Community Care Assynt to identify needs and additional support requirements to enable attendance.

### **Referral from Health and Social Care Partners, and other older people service providers (see appendix 4 for Referral Pathway)**

Referrals to the Assynt Centre for individuals who require additional care support can be made by using the Referral form (Appendix 5)

In some circumstances the management reserve the right to refuse attendances or ask individuals to leave the service.

These instances may include but are not restricted to:

- those whose behaviour is affected by the the influence of drugs or alcohol,
- those who attend and are suffering from an infectious condition,
- those with an unstable medical condition,
- those with unmet personal or health care need that are not supported,
- those whose behaviour is offensive to others,
- those who present as a risk to themselves or others.

### **Accessing the services**

The Assynt Centre aims to be open and inclusive but is limited but its size and therefore the number of people it can accommodate. Anyone who wishes to attend the Centre can contact the Centre by telephone, email or by completing the Centre enquiry form (see appendix 1).

People attending the Centre will be asked to provide some basic information to help the management and board provide the service for them, as well as support the evaluation of the services they provide (see appendix 2).

There may, for some activities, be a need for some additional health information to ensure the safety of the individual and effectiveness of the activity, e.g. exercise classes (see appendix 3).

### **Transport to enable attendances**

Where possible and practical, the staff at the Assynt Centre will facilitate or arrange the transport for people to attend the Centre.

Appendix 1



Community Care Assynt Ltd

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The Assynt Centre, Kirk Road

Lochinver, IV27 4LT

01571 844144

E-mail – amanda.webb@communitycareassynt.org.uk

**Details for person interested in attending the centre**

**NAME:**

**DATE OF BIRTH:**

**ADDRESS:**

**TEL:**

**Days Interested in attending for lunch– please tick**

Monday	
Tuesday	
Wednesday	
Thursday	
Friday	

**Interest in any other activities**

**Will Transport be requires YES/NO**

If you are enquiring on behalf of someone else please provide your contact details

Name:

Telephone Number:

Relationship to interested person:

**Thank you – We will contact you as soon as possible**

## Appendix 2



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### SERVICE USER INFORMATION SHEET

First Name	Last Name
Address	Telephone
DOB	Doctor
Emergency contact	Next of Kin
Tel number	Tel number
Any Special requirements: e.g. diet, medication, allergies etc.	
Likes/Dislikes	

**Signed :**

**Date:**

**Appendix 4**

**COMMUNITY CARE ASSYNT Ltd REFERRAL PATHWAY**

Individual will benefit from community activity  
social inclusion and health & well-being activity

**YES**

Will the activity be part of their Care  
Plan and be reviewed?

**YES**

**NO**

**REFERRAL**

**SIGNPOST**

Does the individual have additional support needs?  
Personal care requirements e.g. toileting  
Challenging behaviour  
Have mobility issues that present a risk to themselves or others e.g. high risk of falling

Provide client with Community Care Assynt information

**NO**

**YES**

Provide client with Community Care Assynt information

Complete Community Care Assynt Referral Form

Complete Community Care Assynt Day Care Service Assessment

## Appendix 5

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ASSYNT CENTRE	
<b>Referral Form</b>	
Service User Details	
Name	
DOB	
Address	
Postcode:	Telephone:
Doctors Name:	Telephone:
Practice Address	
Emergency Contact Information	
Name	
Telephone Number:	
Relationship:	
Please provide any relevant information within categories below:	
Any Allergies	
Special dietary requirements	
Any medication	
Any medical conditions	
Is there a requirement for additional; support (mobility / personal care) to attend the centre & activities.	
Yes	No
If yes please specify how this support will be provided as part of a Care assessment.	
Refereed by:	Date:
Contact Details	
Address:	Telephone Number:
Is the referrer to be point of contact for service user?    Yes            No	
If no please provide designated contact details	
Name	Designation
Address	
Telephone	
E-mail	

