

DAY CARE SERVICES FOR OLDER PEOPLE

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OUTCOMES TO BE ACHIEVED:

Service users are welcomed into the Centre, and receive positive and friendly support and attention.

Elements addressed:

- Trial Visit
- Admissions Procedure
- Attendance Register
- Introduction & Orientation of the Service User to the Centre
- The Service User's Handbook
- The Service User's Personal Property
- The Keyworker

#	Performance Indicator / Standard	SCORE	Evidence
1	Management procedures provide for the Centre to offer placement on a trial basis before making a final decision to join the Centre.		
2	Service users / advocates are enabled to help the service user to settle in and make a final decision on joining.		
3	There is a Procedure for "admitting" service users to the Centre (joining the Centre) from the outset.		
4	Daily admissions of a service user to the Centre, and departures from the Centre at the end of the day, are recorded in a Daily Attendance Register.		
5	Staff are aware of, and are sensitive to, any emotional adjustments that a service user may experience as a result of joining the Centre.		
6	Following the initial admission, there is a concise programme of introduction and orientation of the service user to the Centre, its staff and other service users.		
7	If staff wear a uniform then the significance of this is explained to the service user / advocate upon Admission. This is also summarised in the Service Users' Handbook.		
8	There is a Service Users' Handbook which is given to each service user upon admission.		
9	The Service Users' Handbook is a Controlled Document and is subject to review at pre-defined intervals.		
10	The Service Users' Handbook contains a copy of the Centre's Statements of Aims, Values and Objectives.		
11	The Service Users' Handbook gives information on how to make comments regarding the care services received, and if necessary on how to make a complaint.		
12	Copies of the Service Users' Handbook are available in other languages that reflect the ethnic mix of the community.		
13	Service users are informed of the Centre's policy for bringing valuables into the Centre, and are given advice on appropriate insurance implications.		
14	There is a Policy with respect to the drugs and medicines that the service user brings with them into the Centre, and their subsequent control and handling.		
15	There are arrangements in place for the recording of any prosthetic devices or aids worn / used by the service user.		
16	The service user is allocated a Keyworker, the role of which is summarised in a documented Policy.		
17	There is an associated Job Description available which sets out the role of the Keyworker and duties expected.		

