



Day care services (including charges)

Day care is provided for people who need support to enable them to live as independent and fulfilling a life as possible in their own homes.

Dorset has a range of centres throughout the county. There are small centres in villages and towns, which may be in converted buildings or community rooms as well as larger modern purpose built centres. We also have arrangements with some private and voluntary organisations to provide day care on our behalf.

Our aim is to provide care for people in their own communities where they can continue or develop new friendships close to home, taking advantage of other locally organised support.

Day care services are run by qualified and experienced staff who are trained to provide the care and support you need.

We provide day care for those:

- Who are old and frail
- Who have dementia
- Who have a physical or sensory disability
- Who have a learning disability
- Who have, or are recovering from, a mental illness

People may also attend a day centre for respite care to give carers a break from their caring responsibilities.

Who is eligible for day care services?

We have a duty to assess anyone who is eligible for community care services, but we have to work within the resources available to us each year. This means we are not able to offer services to everyone who contacts us. To make sure that services are provided fairly and used to support people in the greatest need, we use guidelines which we call 'eligibility criteria'.



We assess people's needs individually to find out if their level of need qualifies for a service and, if so, at what level of priority.

We will do this to find out if the level of your individual needs qualifies you for a day care service. We have a factsheet 'Fair access to care services' which explains this further.

What is day care?

Day care is provided for people who need help and support to continue living at home. This may be support to retain or regain independence or respite care, to give carers a break. The level of help needed and a plan of activities is discussed and agreed with each person before they come to the centre. This plan will be recorded and a copy given to you, which we will then check together on a regular basis to ensure it meets your needs. You will be encouraged to take an active part in this planning.

Activities that may be available are:

- Gentle exercise groups and help with mobility
- Learning, or relearning daily living skills, such as cookery
- Quizzes, board games, arts and crafts, reminiscence, singing, gardening, debates and discussion groups, stories and poetry
- Visiting speakers on a variety of interests
- Visiting advisers on pensions, benefits, housing, health and safety
- Special equipment advice to help overcome disability
- Special projects which can sometimes take place out in the community
- Training or work projects for people with learning or physical disabilities

Charges for day care service

From 1 July 2011 there will be a charge of £22.41 per session for day care services.

Meals

Where there is a catering service, you will be able to choose from a menu of reasonably priced meals and drinks.



Charges to service users for meals and drinks at day centres
Rates as at April 2012

Meals and beverages charges:	£
Full mid-day meal	3.60
Part mid-day meal (less sweet)	3.10
Full mid-day meal including hot drink	4.10
Morning or afternoon drink (tea, coffee, soft drink)	0.50
Ice cream	0.50
Biscuits – (plain)	0.20
Small snack	1.30
Large snack	2.15

Transport

Many people are assessed as able to make their own way to their day centre, but for people who can't get to the centre any other way, Dorset County Council have a fleet of vehicles which are specially adapted to carry wheelchairs. The vehicles collect people from home, take them to the centre and return them home at the end of the session.

For transport to day care you will be required to pay £2.50 per journey, or the total amount of your net disposable income as identified in the financial assessment, whichever is the lower amount. For details of financial assessments, see the factsheet 'Paying for non-residential care services'. The charge for transport will be collected weekly at the day centre and starts from the first journey using transport provided by Dorset County Council.

Some people who would not normally be eligible to use Dorset County Council transport may, under exceptional circumstances, be able to use our transport. You will then be charged a concessionary rate of £4.10 per journey plus 50p per mile for every mile over 10 miles per day. Your Care Manager will advise you if you are able to use DCC transport in these circumstances.

How do you apply for day care services?

If you think you or someone you know needs the support that day care can provide you can ask for an assessment.



If you are a new customer or have no current involvement with us, please contact the Adult Access Team, Dorset Direct, PO Box 7184, Dorchester, Dorset DT1 9ER. Telephone: 01305 221016. Minicom: 01305 267933. Email: adultaccess@dorsetcc.gov.uk

If you currently receive a service from us, please contact your social care local office. Contact details can be found at the end of this factsheet.

We cannot guarantee attendance, because we have many requests for day care and have to give priority to those in most need. We allocate day care places by balancing the needs of people and the resources available.

Personalisation

Adult and Community Services are introducing a host of changes in the way we support people. We aim to put the customer first and maximise the choice and control people have over the services they receive. We will be working closely with the people who use our care services, their carers and our partners to make sure we get things right and make a real difference to people's lives.

Compliments and complaints

Adult and Community Services staff in Dorset are committed to providing quality services to our service users, their carers and families. We welcome comments from our service users as this helps us to understand what aspects of our service people like.

If you are unhappy about the service you have received and want to make a complaint, our factsheet 'How to complain' describes the procedure. Our Complaints Officer can give you advice on the process and can be contacted on 01305 228563.

Diversity statement

Diversity is not about treating everyone in the same way, but about recognising and valuing difference, as well as recognising and addressing inequalities and disadvantage.

As an employer and service provider, Dorset County Council seeks to promote an environment that accepts and actively



supports diversity in age, gender, ethnic origin, sexual orientation, religious belief, disability, culture, work style and the many other ways in which people differ from each other.

All our factsheets are available in large print and on audio cassette/CD, Braille, Easy to Read or alternative languages. Please contact the Information Office on 01305 224320.

Further information on services provided by Dorset County Council Adult and Community Services can be accessed at www.dorsetforyou.com

Social care local offices:

Bridport

St Andrews Road, Bridport, Dorset DT6 3BJ

Tel: 01308 422234

Fax: 01308 426044

Email: bridportsocialcare@dorsetcc.gov.uk

Christchurch

Loring Road (off Jumpers Road), Christchurch, Dorset BH23 2GZ

Tel: 01202 474106

Fax: 01202 478081

Email: christchurchsocialcare@dorsetcc.gov.uk

Dorchester

Acland Road, Dorchester, Dorset DT1 1SH

Tel: 01305 251414

Fax: 01305 251034

Email: dorchestersocialcare@dorsetcc.gov.uk



Ferndown

Penny's Walk, Ferndown, Dorset BH22 9JY
Tel: 01202 877445
Fax: 01202 876604
Email: ferndownsocialcare@dorsetcc.gov.uk

North Dorset

Bath Road, Sturminster Newton, Dorset DT10 1DR
Tel: 01258 472652
Fax: 01258 473161
Email: northdorsetsocialcare@dorsetcc.gov.uk

Purbeck

19 Bonnets Lane, Wareham, Dorset BH20 4HB
Tel: 01929 553456
Fax: 01929 556319
Email: purbecksocialcare@dorsetcc.gov.uk

Sherborne

Non-visiting office
Tel: 01935 814104
Fax: 01935 817207
Email: sherbornesocialcare@dorsetcc.gov.uk

Weymouth & Portland

Jubilee Retail Park, Jubilee Close, Weymouth, Dorset DT4 7BG
Tel: 01305 760139
Fax: 01305 774622
Email: weymouthsocialcare@dorsetcc.gov.uk

