

Knowl Park

Day Opportunities



Committed to providing excellent quality services for older people

February 2014

Contents

Page

About us

Who is Knowl Park House for?	3
Your first visit	3
Help and support	3
Our aims and how we achieve them	3
Keeping your information safe	4
Respecting people	4

Our facilities and activities

Healthy, nutritious food	6
Activities	6
Arts and crafts	7
Pampering and wellbeing	7

Keep on moving!	8
A breath of fresh air	8
Modern technology	9
Reminiscence	9
Quiet areas	10
Day trips	10

Using our services

How do I get there?	11
How much does it cost?	11
No smoking policy	11
Complaints, compliments and comments	11
What now?	11

About us

We would like to warmly welcome you to Knowl Park House.

This booklet tells you about Knowl Park House day opportunities service, which is owned and managed by Kirklees Council. Once you have read this information you may wish to come and visit us and see our facilities yourself and meet our team of carers.

Many people feel anxious at the thought of taking part in day opportunities but can be pleasantly surprised when they find out what is on offer and the difference it can make to someone with dementia and their family.



Who is Knowl Park House for?

Knowl Park House day opportunities offers services for people with dementia living in Kirklees.

We provide support to help people with dementia to continue to live in their own homes and remain as independent as possible for longer. Day opportunities can give carers or family a break, or help people get up and running after they have been ill or discharged from hospital.

Knowl Park House offers a service for up to 28 people with dementia every day. It is a safe, informal, friendly place for people to meet others and take part in activities that will help maintain their life skills. It also gives carers and family the chance to have some 'me time' and a rest.

Our aims and how we achieve them

We aim to

- **offer** fair access to quality day opportunities for people with dementia who want to live in their own home
- **support** and include carers in our work
- **enable** people to be independent and make their own decisions and choices
- **encourage** people who use our services and their carers to be involved in planning and service delivery
- **improve** the quality of life of people with dementia and help them to make use of community based services
- **provide** a high level of personal and emotional support according to individual needs

Your first visit

When you arrive at Knowl Park House, our friendly staff will greet you and show you around. We will ask you and your carers about your past history and the things you enjoyed and the things you did not. This will help us with your person centred support plan and to plan our activity programme. Every person who uses our facilities is treated as an individual.

Help and support

Everyone who uses the centre has their own key worker and their own individual support plan. A key worker is a member of staff who takes a special interest in your well-being and will build up a special relationship with you based on trust and knowledge. They will work with you and your family or carer to keep your support plan up to date.

We do this by

- **creating** a safe, friendly and stimulating environment where people with dementia can socialise and interact with peers if they wish
- **ensuring** that each service user has their own key worker who will work with the individual and their carer(s) to formulate a support plan which will be unique to them and based on their identified needs and wishes
- **providing** a range of group, individual, centre and community based activities in which service users can choose to participate
- **offering** opportunities for service users to maintain and enhance their independence and life skills

Respect, dignity, independence, choice, privacy and rights are the six principles of care which underpin our service.

You have the right to:

- have your privacy respected and not to infringe on the privacy of others
- be treated with dignity at all times
- make choices around day to day living and major decisions, if this has no negative impact on others around you
- maximise your abilities and in doing so keep your independence
- have your rights respected and upheld
- feel fulfilment in your day to day life style

Keeping your information safe

It may appear to you that we ask for information which you may not see as relevant. However, this information helps us to know about you and understand your needs. We are committed to using information about you in a way which respects your rights and promotes well-being.

Each service user has their own file with a photograph of them attached. The file contains a copy of your Person Led Assessment and Support Plan, signed by you. This identifies what outcomes will be met by attending day opportunities. We receive these documents from the assessor when they make the initial referral.

We need to know some details regarding personal care to help us formulate a detailed plan of care needs. We ask for details of carers/next of kin and medical information in case of emergency.

For this reason we need the information we hold to be as accurate and up to date as possible. Please let us know if any personal details change. The file will also contain a

day report for each occasion you attend the service and any correspondence you may send us or we may send you.

We will not usually disclose information to family or carers without agreement. However, if you agree we will keep relatives, friends or carers up to date with your care. All files are kept secure in a locked cabinet.

What else might the information be used for?

- To check the quality of the care provided (this is called a care audit)
- Help us manage and develop future services by monitoring current provision
- Although we may use information from your records for these purposes, be reassured that it is used in a way that does not identify you personally

The Data Protection Act 1998 allows you to access the information about you which is held on computer and in paper records.

Respecting people

We respect people's individuality, culture and beliefs and expect other people using our services to do the same.

We do not tolerate negative or personal comments directed at service users or staff members.

Our facilities and activities

Here at Knowl Park House we have tried to create a safe, friendly and stimulating environment where people will feel comfortable and at ease. You can feel the different atmosphere as you move from the noise of enthusiastic activities in the lounges to the serenity of the Snoezelen room.

As you walk around you will find several quiet areas where you can sit and read or just get away from it all. We have a small music room where you can listen to our large collection of LPs or go into the TV room to watch a Hollywood Musical or an old black & white movie.



Healthy, nutritious food

We believe that maintaining a healthy, varied diet is important in your overall wellbeing and physical health. We offer a varied menu and have meals that cover a wide range of dietary needs.

Refreshments are served throughout the day including a welcome hot drink on arrival, a two course midday meal and a light tea before you go home. We cater for dietary or religious needs.

Our spacious and attractive dining room offers the opportunity to dine in comfort in a sociable environment, receiving the level of support appropriate to your individual needs.



Activities

We offer a range of activity programmes on a daily basis. These include games, crafts, quizzes, sing-a-longs, music and reminiscence. We also arrange events and outings. We encourage people to maintain old hobbies or learn new skills.

However if people do not wish to join in any of the activities, there are a number of quiet areas which they can use to chat with friends or staff or read. We also have a library which can be used in the quiet areas.

The activities are designed to meet the needs of the individual which have been highlighted in their care plan reflecting our person centred approach to care.



Pampering and wellbeing

Here at Knowl Park House we offer a range of therapies to help promote wellbeing.

Our hairdresser visits our hairdressing salon twice a week to provide perms, cuts or a wash and set.

We also have a beauty room offering a genuine spa experience that is relaxing and peaceful and encourages a real sense of peace and tranquility. You can enjoy a manicure, hand massage or have a foot spa.



Arts and Crafts

Everyone always has a good time in the arts and crafts area and are always proud of the work they produce, which you can often see displayed around our building.

Taking part in arts and crafts encourages participation as well as helping to maintain existing skills and learning new ones. It requires concentration and coordination and also gives a sense of satisfaction when artwork is displayed.

Keep on moving!

At Knowl Park we firmly believe in the benefits that regular exercise and movement bring both physically and mentally to people with dementia – and we also like to have fun!

All our staff have received the Moving More Often training and include these techniques in the daily activity programme.

Music & Dance is also a big part of keeping fit - everyone enjoys this. We have regular dance sessions, using music from bygone eras that people are familiar with and enjoy.

Morning Exercises - activities commence every morning with gentle chair exercises, which most service users enjoy taking part in. The gentle exercises are an important part of our activity programme as they require participants to keep focusing on the exercises and to listen for new instructions. This helps to keep both body and mind active.

All our exercises are done to the accompaniment of music and are designed especially to help keep joints moving and muscles supple.



A breath of fresh air

Knowl Park House is set in lovely secure gardens where you can walk round at your own pace, just sit and enjoy the view or join in with the outside activities on warm sunny days.

If you have green fingers (and it's never too late to learn), you can keep busy in the greenhouse and grow a variety of plants and vegetables...we've even grown grapes.



Modern Technology

We try to keep up to date with the changing world and people who visit Knowl Park regularly enjoy a game on the Wii or reminiscing using the touch screen computer.

In fact, the sessions often turn into an impromptu sing-a-long which everyone enjoys!



Reminiscence

Our reminiscence room is simulated to bring back memories from the past. It includes old brands and posters. We sometimes take items from the reminiscence room to other areas. This enables us to have larger group reminiscence activities. This helps keep our service users memories active and enjoy the feeling of nostalgia it encourages.

Our reminiscence room is a very special place where memories can come flooding back - being able to look, touch and feel the object can help unlock long forgotten memories

It's a place where we can get to know a person, find out their likes and dislikes and begin to build up a picture of who they really are.



This helps us when formulating a person centred care plan.

We also have a very authentic looking reminiscence shop, which we are very proud of. Come and have a look at our shop and post office where you can reminisce about how shops were before supermarkets and maybe have a Jelly Baby or two.

Our shop is filled with products and brands no longer around and is a real trip down memory lane. Our latest project is an old style tea shop where you could have tea in a china cup and a cream bun.



Quiet areas

There are several quiet areas where service users can sit and read. Although we encourage visitors to socialise and chat, we understand that sometimes people want to be left alone to have quiet time.



We have a light and airy Rest Room with comfortable chairs and books/magazines on hand.



Day trips

We enjoy the occasional day trip. For example, we recently enjoyed a day out on the canal. We set sail from Mirfield Marina in the morning and had a picnic lunch on board.

We organise boat trips every year so that all service users get a chance for a day out sailing down the Calder Canal. Everyone enjoys themselves out in the sunshine. After a picnic lunch there's even something left to feed the ducks.



Using our services

How do I get there?

You can either make your own way to Knowl Park House or use the transport we can organise to pick you up and return you to your home. We will let you know which transport organisation we have a contract with.

How much will it cost?

There is a charge for our day service. Depending on your situation you may be able to receive some help, however your social worker will explain this before you start day opportunities.

There are small charges for transport, meals and hairdressing, which will be explained to you when you visit.

No smoking policy

Smoking is not allowed, in any part of our building. However, if you are a smoker, you can smoke in the garden areas.

Complaints, compliments and comments

We hope you will be happy with our services but if not please talk to a member of staff so that we can try to put it right. If you are still not satisfied please complete a Complaints, Compliments and Comments form.

You will be given a Complaints, Compliments and Comments form when you start using the service but forms are also available at Knowl Park House.

What now?

If you would like to come and see Knowl Park for yourself, please telephone the number below to arrange a convenient time. Our management and team will be delighted to give you a tour of our facilities and discuss your needs with you in more detail. A personal visit is the best way to really see what's on offer at Knowl Park.

For information on health and social care please contact your local Gateway to care:

Telephone: 01484 414933 or

Email: gatewaytocare@kirklees.gov.uk or

Visit: www.kirklees.gov.uk.

Contact: Knowl Park House on 01924 326460

Information in other formats

Kirklees Council is committed to ensuring that its communication is clear, plain and available to everyone. This information can be made available in languages other than English. It can also be made available in large print, audio CD and Braille. Full details are available by telephoning 01484 414933.

یہ معلومات انگریزی کے علاوہ دوسری زبانوں میں، بڑی لکھائی میں، سی ڈی یا ٹیپ پر اور بریل میں بھی فراہم کی جاسکتی ہے۔ براہ مہربانی اس نمبر پر فون کر لیں: 01484 414933 (Urdu)

આ માહિતી અંગ્રેજી સિવાયની બીજી ભાષાઓમાં, મોટી છપાઇમાં, ઓડિઓ સી.ડી., ઓડિઓ ટેપ અને બ્રેઇલમાં ઉપલબ્ધ કરી શકાય છે. મહેરબાની કરી 01484 414933 નંબર પર ટેલિફોન કરો. (Gujarati)

ਇਹ ਜਾਣਕਾਰੀ ਅੰਗ੍ਰੇਜ਼ੀ ਤੋਂ ਇਲਾਵਾ ਹੋਰ ਬੋਲੀਆਂ, ਵੱਡੇ ਆਕਾਰ ਦੀ ਛਪਾਈ, ਆਡੀਓ ਸੀ ਡੀ, ਆਡੀਓ ਟੇਪ ਅਤੇ ਬ੍ਰੇਲ ਵਿਚ ਵੀ ਮਿਲ ਸਕਦੀ ਹੈ। ਕ੍ਰਿਪਾ ਕਰਕੇ 01484 414933 'ਤੇ ਟੈਲੀਫੋਨ ਕਰੋ। (Punjabi)

这些资料备有其它语文、大字体、语音光碟、录音带和凸字版本可供索取。请致电 01484 414933 查询详情。 (Chinese)

Te informacje można nabyć w różnych językach, w powiększonym druku, na płycie kompaktowej lub na taśmie i Braille. Proszę telefonować na numer 01484 414933. (Polish)

