

Our service at the CAMEO CLUB exists to provide respite to carers and their families by;

1 Offering a safe, secure and stimulating environment for clients with memory loss.

2 To assist clients in making their own decisions and support them in maintaining their independence.

3 To ensure that staff are trained and monitored to enable them to promote independence, by working with service users and not for them.

4 To ensure that clients and their carers are kept fully informed about the service they receive.

5 To ensure that as an organisation, we respect the privacy, personal choices, lifestyles, customs, cultures and values of each person for whom a service is provided.

### **STAFF**

The Supervisor runs our service, with the assistance of a dedicated team of volunteers. The Supervisor, in turn is managed and supported by the Care Manager. Other care management staff will call in from time to time.

### **REFERRAL PROCESS**

Any person can refer a relative (with memory loss) to our service by contacting the CAMEO team at our office.

At this stage, basic information will be taken but a full Crossroads Care assessment will be made during an arranged visit to the Carers home.

### **SESSIONS**

Weekly Thursday sessions between 10.00 and 14.00

### **INTRODUCTION AND SETTLING IN**

We always ensure that there is a friendly welcome to all of our clients. Carers are also welcome to stay for all or any part of the session.

### **ACTIVITIES**

A wide range of activities are available and a programme of activities is now available.

### **REFRESHMENTS**

Lunch is provided for clients and their Carers when requested. Tea and coffee is provided on arrival and mid morning.

Any special dietary requirements should be made known to the Care Manager or the Supervisor.

### **PERSONAL CARE NEEDS**

Our staff will always be aware of the need for privacy and dignity when assisting with personal care needs. Should a client require practical assistance, a manual handling assessment must be undertaken to ensure their safety and that of the staff member assisting them.

### **MEDICATION**

If clients need to take medication whilst at the club, the Supervisor will either oversee the client taking the medication or give the medication in line with Crossroads Care Medication Policy. Only prescribed medication can be given and non prescribed medication is not allowed. This will be discussed at referral. Any changes to medications must be notified and the change recorded before the client next attends.

### **HEALTH AND SAFETY ISSUES**

We operate a No Smoking Policy.

### **FIRE PROCEDURES**

The church maintains all fire safety equipment as part of their own procedures. Fire drills are held regularly.

### **INCIDENTS OF CHALLENGING BEHAVIOUR**

Our staff have clear guidelines for dealing with incidents of challenging behaviour. Staff have a duty of care to everyone attending the Club therefore any incident will be discussed with the Care Manager, who may talk to the carer and client about the effects on other people.

In extreme circumstances a decision may be taken, for Health and Safety reasons that the service can no longer be offered to the client.

If a client experiences an incident of challenging behaviour against themselves, they must talk to the Supervisor, in confidence, about it as soon as possible in order that it can be resolved quickly.

## **ACCIDENTS AND ILLNESS**

In the event of a client being taken ill or having an accident, the Supervisor will adhere to the following procedure:

1 Deal with the situation and administer First Aid, if required.

2 Call for an ambulance, if needed, and contact the carers or named emergency contact person. If the carer cannot be contacted immediately, the Supervisor will continue to try to contact the carer until successful.

3 Record the incident/ accident, together with all actions taken as required by Crossroads Care procedures and legislation.

4 Make a full report to the Care Manager who will inform our insurers.

5 Should Crossroads Care be made aware that a client has contracted a contagious disease, we will undertake to inform other clients, as required by Health and Safety Legislation.

## **CANCELLING YOUR SERVICE**

If you are unable to attend due to holidays, sickness or any other reasons, please contact the office as soon as possible. This will help us when organising the activities.

## **ABOUT CROSSROADS CARE:**

### **Comments and Complaints:**

We welcome all comments whether positive or negative so we can improve our service to you and to your relative. We have a formal Complaints Policy for any issue that cannot be resolved immediately. To maintain and improve our service, we need your comments!

### **Making Changes:**

Should you wish to ask for your service to be reviewed, please contact the Supervisor or the Care Manager.

### **Policies and Procedures:**

Crossroads Care has a number of policies which affect the delivery of care, including Equal Opportunities, Confidentiality, Personal Care, Medication, Code of Conduct and Health and Safety. Should you wish to have any more information on these or other care policies, please ask the supervisor.

### **Training:**

Our care staff meet monthly to discuss all aspects of the delivery of care, including the activities and training requirements.



*CAMEO CLUB*

**Neston**

## **Guidelines for Users**

**CROSSROADS CARE**  
**Cheshire West and Wirral**  
**GF2 Candy Park**  
**Old Hall Road**  
**Bromborough**  
**Wirral**  
**CH62 3PE**

**Tel: 0151 343 1960**

**Fax: 0151 343 1507**

**Registered Charity No: 1046953**

**Company Limited by Guarantee No: 3050284**