



# Options Day Opportunities Service Information and guide



## Options day opportunities service

Options is a service that promotes opportunities for adults with a learning disability, and or autism, physical, mental health, dementia, complex needs etc.

Our people will have the same rights to engage with local communities, access employment and to enjoy a stimulating programme, combining functional skills, sensory focused activities, skills for life – independent living, and focusing on wishes and aspirations.

People coming to options day opportunities will receive a high quality service, and we will work in partnership with individuals, parents and carers to ensure that a person centred approach is maintained. Developing and maintaining relationships, and to receive support to live a healthy, safe, fulfilling life is important, and we will treat people with dignity and respect.

## How services are accessed

Assessed need:

- You should contact the Learning Disability Team on 020 8383 6464
- You will then be assessed to see if you are eligible for day care
- If you are eligible you will be informed by the social work department
- You will be invited to see the day centre, and if you were to chose to attend, the manager/ deputy manager will arrange for an assessment to understand the needs of the individual, and how best to support their needs.

## Who uses the service

- Residents of Hammersmith & Fulham
- Adult persons over 18 years who have a learning disability.



- Support and intervention
- Preventative support – avoiding crisis
- Introducing opportunities.

## Description of the centre

280 Goldhawk Road is a large detached building at the junction of Askew Road, and Goldhawk Road. The building is situated behind Starch Green, and within walking distance of Ravenscourt Park.

The building is fully compliant with disability access, and has ceiling hoists, and changing suites. There are accessible shower rooms should our people choose to use this for independent living skills and supporting health and well-being.

The building hosts a fully equipped sensory room, music room, computer room with programmes, including eye-gaze, and a multi-media area with interactive screens in various rooms. The centre has a large garden with gym equipment in, and astro turf throughout.

There is comfortable garden furniture, including swings to relax and enjoy the surroundings.

There is a lift which gives disability access to the multi-media room.

## The person may be

- Living with a carer
- Living on their own
- Caring for someone at home
- The service is available to other local authorities of people who wish to buy a place for themselves
- Living in residential care
- Drop in services may wish to buy sessions.

## The aims and purpose of day opportunities

- Choice and control
- Meeting the needs of diverse groups
- Quality of life
- Positive social interaction
- Meaningful activities
- Personalisation
- Health and well-being



## Where is 280 Goldhawk Road?

The centre is close to Ravenscourt Park, King Street Hammersmith, Shepherds Bush Market, shops and transport links. It is also close to Farnham Gardens, and the River Thames.

## Service provided by the centre

The centre can provide a service for people:

- With physical disabilities requiring physical care
- Contact with clinicians, social workers, Physio, OT, psychology, psychiatry, speech and language therapists etc
- Who experience difficulty communicating
- Who need guidance and supervision
- Where we risk manage around and support independence skills.

## Collaboration with Rivercourt Short-Break Service

Options day opportunities service, and Rivercourt Short-Break Service have joined together to form a co production in social care. Together we support life transition, and we work together with people who use our services, and their carers. Rivercourt Short-Break will offer a break to people from 18 years old who have a learning disability. Members may chose to use both services or just one. Please contact the Learning Disability Team on 020 8383 6464 for more information (please ask for a brochure on Rivercourt). Rivercourt will have access to the facilities at options day opportunities.

## Care plans

Each customer will have a care plan and a health risk assessment which records:

- The aim of their placement
- Their care needs
- Who to contact
- Likes and dislikes
- Medical information
- How to communicate
- Programmes to be accessed at the centre.

- Religious or cultural practices to be upheld during their visit
- Activities to be supported whilst using the service
- Monitoring of care procedures, and risk
- Assessed behaviours, incidents of illness, epilepsy, and accidents
- Who to contact in an emergency.

## Complaints and comments on the service

To provide the best service, and to positively improve our service, we welcome feedback from our members or their carers. These comments will be well received whether they are complimentary or if you think we should change or improve.

In the event of a complaint the centre uses the Hammersmith & Fulham council social services complaints procedure a copy of which is available from the centre or any social service office.

If you should simply wish to raise a concern or query, this should be in the first instance to Angela Mooney or the senior staff member on duty, if they are unavailable then you can speak to your Keyworker, or the learning disability team.

## Concerns and complaints

If you are worried about anything or wish to complain, you can either:

Talk to Angela Mooney - Manager

Tel: 020 8749 9602

280, Goldhawk Road,  
London W12 9PF

**You can speak to your social worker or duty social worker on:**

Parkview Centre For Health and Wellbeing

Cranston Court,  
56 Bloemfontein Road,  
London W12 9PF

Tel: 020 8383 6464

**You can call the complaints officer:**

Tel: 020 8753 5101

**You may contact advocacy on:**

Tel: 020 8748 5168

The complaints procedure has been printed in various languages, and staff will be happy to assist you.



## Staff who support you

Options has an experienced established staff team. Staff have the required training, and up to date mandatory training. To meet the needs of a busy service, regular agency workers will be used who are registered, and compliant with our organisation.

## The staff who support you

Angela Mooney is the manager of Options Day Opportunities Service, and the registered manager of Rivercourt Short-Break Service. Angela has worked for Hammersmith & Fulham Council for many years.

The staff at options day opportunities service have access to a comprehensive training programme. And a copy of this can be provided.

Training profiles are kept on the establishment and staff are also able to access mandatory training such as first aid, medication, fire safety/ fire warden, health and safety, moving and handling, infection control, and food hygiene.

Staff attend safeguarding training, and protection of vulnerable adults.

Staff receive regular supervisions, and appraisals, from which other training can be identified.

## Transition

Transition is important to us, we recognise transition and will work closely with our people, parents and carers to make sure that this is as smooth as possible.

A programme will commence at a pace that is comfortable for the individual. Relevant information from customers, families/carers and other professionals will be collated.

A six week review will take place to make sure that the Individual is happy, and that the programme is going well.

Regular reviews in the year will take place.



## Fire precautions

The centre holds evacuations, and this will incorporate an emergency plan. The plan will be kept in the 'emergency evacuation box' which is kept at reception. Each customer also has an individual fire risk assessment and staff undertake fire warden training.

The fire alarms are tested weekly and serviced regularly.

## Mission statement

Our vision is to provide real opportunities, and to maintain a local service for people with Learning Disabilities, and complex needs. Engaging with local communities, and celebrating the value of our customers. Promoting Well-being, independence, accessing employment, a creation of public value, with an emphasis on results and outcomes. To form partnerships that will also benefit our customers, and members of our service, and maximising the wider council offer.

## Accessible information

The information and guide, inspection reports, complaints procedure and other information about the centre, will be made available for the people who the centre is intended. We use speech and language therapists within the learning disability service to provide this information in an accessible format.



If you would like any part of this document interpreted into your own language or produce in large print or Braille, please telephone 020 8563 8683

The guide is also available in picture format on request.

**[www.lbhf.gov.uk](http://www.lbhf.gov.uk)**

Published by Hammersmith & Fulham Council  
September 2017

© By:design – September 2017. By:design 020 8753 3926. Ref:  
Produced by Hammerprint 020 8753 2235