



Isle of Man
Government

Reiltys Ellan Vannin

Greenfield Garden Centre

A Service User Guide



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Department of Social Care
Rheynn Kiarail y Theay

What is Greenfield Garden Centre?



Greenfield Garden Centre is part of Day Services for Adults who have a Learning Disability. It is part of the Isle of Man Social Services Department.

Where is it?



It is situated behind Radcliffe Villas on Glencrutchery Road, Douglas.

When is it open?

It is open Monday to Friday 9am to 4pm every week except for Christmas, New Year and TT week.

What do people do there?

At Greenfield Gardens we grow plants, fruit and vegetables which we can sell to our customers. We also create lovely gardens where we can sit and have a break from work



As well as working in the garden centre we can also do other activities.



Signalong



Reading



Communication

Some of us also go out into the community. We go;



Swimming



Out on the bus



Rambling



to Walk and Talk

What about meals?

We offer a full choice of menu at lunch time. Our meals cost £3 per day.



We eat in our dining room.

What if I need help to communicate my needs?

We have staff trained in Signalong and other types of communication. We can use the Boardmaker to make pictures for you to use, to let us know what you need. Some service users have talking photo albums and they can then tell us about their lives.

Will I get paid for the work I do?



Yes you will be paid £1 per session when you work at the centre. You will not be paid if you go swimming or rambling or any other community activity.

For 12 weeks per year there will be a slight increase in your pay to recognise the busy time when we have lots of plants to look after and to sell.

Will I need to pay to attend Day Services?

There is at present no charge. Lunch costs £3 per day. You will need money to pay for community activities like swimming.



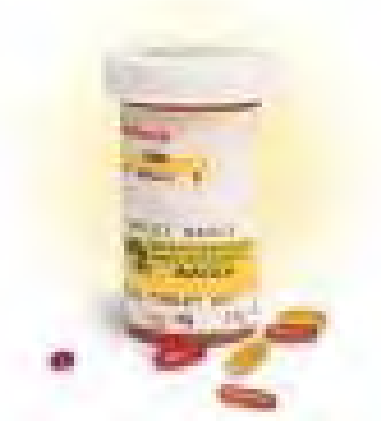
It is always useful to have some money to pay for a coffee or a soft drink when you are out and about.



What about my medication?

If you take medication, we can help you to take it or remind you to take it yourself, we can store it safely until you need it.

Your medication must be labelled showing your name, the name of the medication, the time you usually take it and whether it is taken before or after food.



How will we know all about you and your needs?



Every person who attends Greenfield has a person centred plan called "My Plan". We have meetings at least twice a year to talk about the things that are important to you. Where you live, how you spend your days and what you do in your spare time. We also talk about

your health needs and any dreams or wishes you have for the future.

You can invite your family, friend, keyworker, advocate to the meeting. People who know you and are interested in your life.



Who else can help with “My Plan”?

We can get help for you from supported employment if you want to find a job, a speech and language therapist if you have communication or eating difficulties and we can also get advice from the physiotherapist or occupational therapist if you have a physical disability. The advocacy manager can help you if you need support to speak up for yourself.

What about confidentiality?



Any information you tell us about yourself or your family will be confidential, that is we will not tell anyone else unless you give us permission. If you tell us something that makes you seem unsafe then we need to tell the social worker, or

the manager, or someone else we can trust, to offer help.

What if I am not happy with something at the centre and want to make a complaint?

You can tell your keyworker or your "My Plan" facilitator or a social worker or a manager, who will try to sort it out for you. Any formal complaint will be put in writing and you will get a reply within 7 days.

If you would like to work at Greenfield Garden Centre this is what you should do:

Talk to your family

Talk to your teachers if you are still at school

Contact the social worker 686179

Then what will happen?

The social worker will visit you and assess your needs. They will contact Day Services to find out if they can meet your needs. They will meet with you again and perhaps arrange a visit for you and your family/carers.

On the next 2 pages are **The Day Service Charter** and **The Service User's Agreement**

If you become a **Greenfield Gardens Service User** you may be asked to read and sign these pages.

The Service User's Agreement

I will try to respect people.

I will try to respect property.

I will inform the centre (**phone 670849**) and stay at home if I am ill.

I will pay for the cost of any community based activity.

I will keep the centre informed of any changes in address, medication, support needs.

If the service user is unable to understand this charter, it can be signed on their behalf by a parent, carer or advocate.

This is not a legal document. It is in place so that service users and families etc. understand and try to support services and all we try to do.

Signed service user

Signed manager

Date

The Day Service Charter

We in Day Services promise to offer you:

Choice

Inclusion

Safety

Communication

Independence/Interdependence

We promise to treat everyone with dignity and respect regardless of their age, race, gender, disability.

We promise to respect the individual's needs and desires for a fulfilling life.

Signed service user

Signed manager

Date



This document can be provided in large print or
in audio format on request

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