

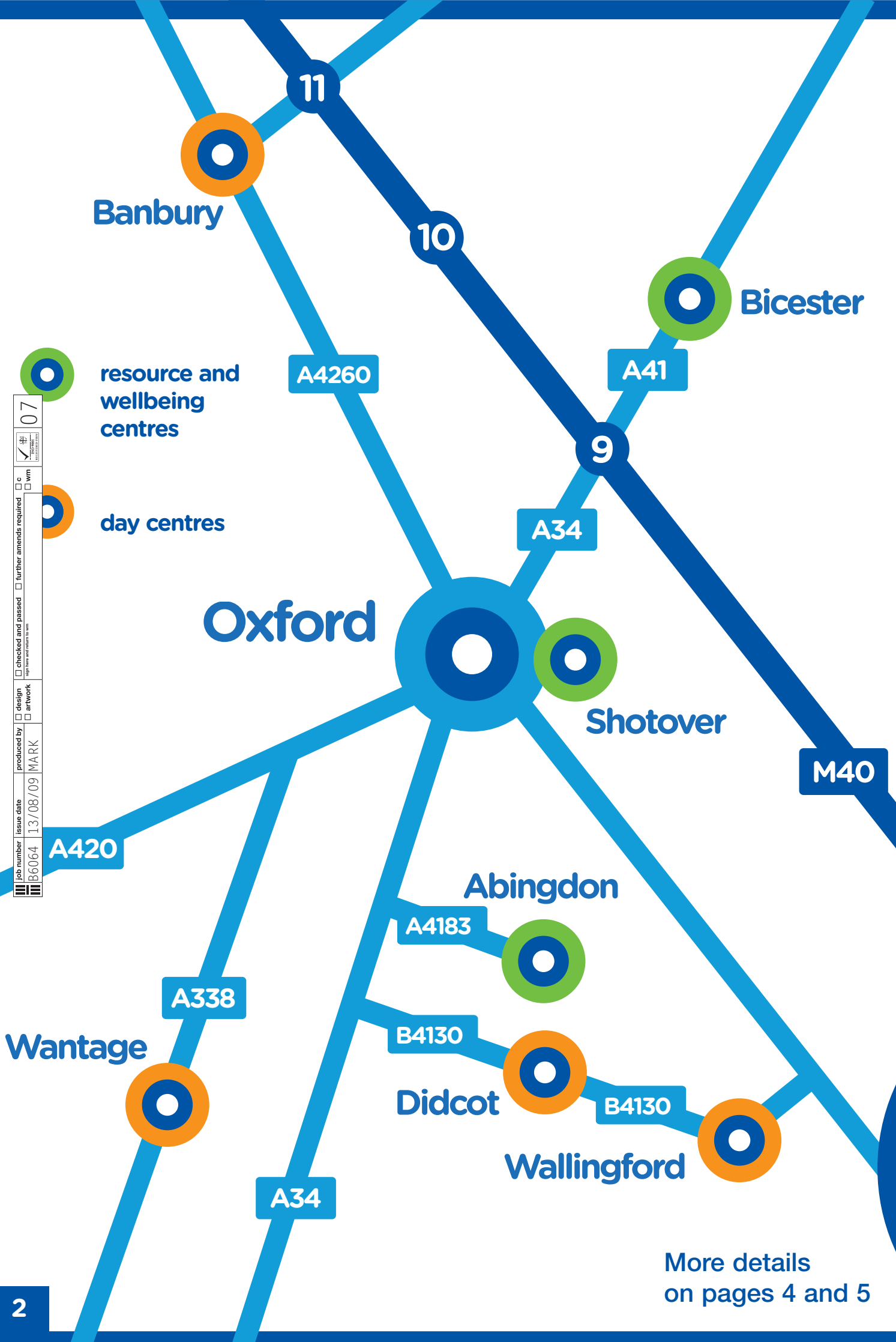
Adult Day Care Services

A guide to day centres
and resource & wellbeing centres

welcome



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Welcome

Oxfordshire County Council supports approximately 840 people a month at resource & wellbeing centres and day centres. The county council also helps people through prevention and support services.

Resource & wellbeing centres and day centres provides support for adults.

The aim of the centres is to help people to continue to live independently for as long as possible in their own homes. The centres help people who are not yet eligible for social services intervention as well as those that are. Our aim is to provide a safe environment that facilitates independence.

The centres provide a wide range of activities, that enable people to meet, stay healthy and stimulated. We pay particular attention to cultural and faith needs.

Staff are highly trained in all areas of social care including health and safety. Managers, care staff, admin assistants and cooks are offered National Vocational Qualifications (NVQ) to further their development. All staff and volunteers are required to have a clear Criminal Records Bureau check, which is updated every three years.



The centres encourage participation of service users. This includes contributing to day-to-day activities, having a say on how the centres are run and completing the annual customer satisfaction questionnaire. We also provide advocacy support services and work in partnership with other organisations.

“It’s enjoyable, it keeps my brain active and I’ve made new friends.”



More details on pages 4 and 5

Resource & wellbeing centres

Bicester Resource & Wellbeing Centre

Launton Road, Bicester, OX6 7DJ.

Phone: 01869 242808

Open: Monday to Friday, 9am to 4.30pm

Bicester Resource & Wellbeing Centre offers an extensive range of social and care services. It includes a 40-place, multipurpose day centre and many prevention and support services focused on the wider community.

A rehabilitation service is offered at the centre. This provides physiotherapy for adults with an assessed need and can support individuals to regain their independence and confidence.

Some of the services are offered in partnership with Oxfordshire NHS, the Mental Health Trust, the local carers' group and the county council's own Adult Learning Service.

Bicester Resource & Wellbeing Centre offers a daily programme of activities that include a hot lunch.

The centre caters for people's individual needs, be it short-term support, falls prevention or carers' support, to list a few. See page 6 for details of the services available.

Parking available with disabled access.

Abingdon Resource & Wellbeing Centre

Audlett Drive, Abingdon, OX14 3GD.

Phone: 01235 521094

Open: Monday to Friday, 9am to 4.30pm

Abingdon Resource & Wellbeing Centre offers an extensive range of social and care services. The centre provides 40 places a day for older people and 24 places a week for physically disabled individuals. The centre offers a range of prevention and support services focused on the wider community. It works with other partners such as Oxfordshire and Buckinghamshire Community Mental

Health Teams and Age Concern, along with other voluntary partners, in order to provide a comprehensive care package.

Abingdon Resource & Wellbeing Centre offers a daily programme of activities that include a hot lunch.

The centre mainly caters for individuals in need of short-term support with links to other services within the local community. See page 6 for details of services available.

Parking available with disabled access.

Shotover Resource & Wellbeing Centre

Craufurd Road, Oxford, OX4 2RA.

Phone: 01865 787315

Open: Monday to Friday, 9am to 4.30pm

Shotover Resource & Wellbeing Centre supports people with physical disabilities and older people. It incorporates Willow Day Centre, a specialist centre for people with dementia and gives their carers a break.

The centre offers a daily programme of activities that include a hot lunch.

The centre works in partnership with Isis Carers Support Group, Oxfordshire Primary Care Trust, Age Concern Oxfordshire, NHS Oxfordshire & Buckinghamshire Mental Health Trust and Oxfordshire County Council's Adult Learning Service.

There is also a Saturday Relief to Carers Service where the cared for person comes to Shotover Resource and Wellbeing Centre, offering the carer respite break.

The centre caters for people's individual needs, be it short-term support, falls prevention or carers' support to list a few. See page 6 for details of the services available. Parking is available with disabled access.

Day centres

Didcot Day Centre

Britwell Road, Didcot, OX11 7JN.

Phone: 01235 518444

Open: Monday to Friday, 9am to 4.30pm

Didcot Day Centre is a 30-place day centre for older people. It provides a daily programme of activities that include a light breakfast and a hot lunch. It offers the opportunity to socialise with other people and receive care support.

See page 6 for a list of activities and services available.

Parking is available.

Wantage Day Centre

Garston Lane, Stirling Close, Wantage, OX12 7AQ.

Phone: 01235 765934

Open: Monday to Friday, 9am to 4.30pm

Wantage Day Centre is a 35-place day centre for older people. It provides a daily programme of activities that include a light breakfast and a hot lunch.

It offers the opportunity to socialise with other people and receive care support.

See page 6 for a list of activities and services available.

There is parking to the rear of the building.

Banbury Day Centre

Britannia Road, Banbury, OX16 5DN.

Phone: 01295 263366

Open: Monday to Friday, 9am to 4.30pm

Banbury Day Centre is a 30-place day centre for older people. It provides a daily programme of activities that include a hot lunch.

It offers the opportunity to socialise with other people and receive care support. We have strong links with the local community including regular visits from the local schools and colleges.

See page 6 for a list of activities and services available.

Wallingford Day Centre

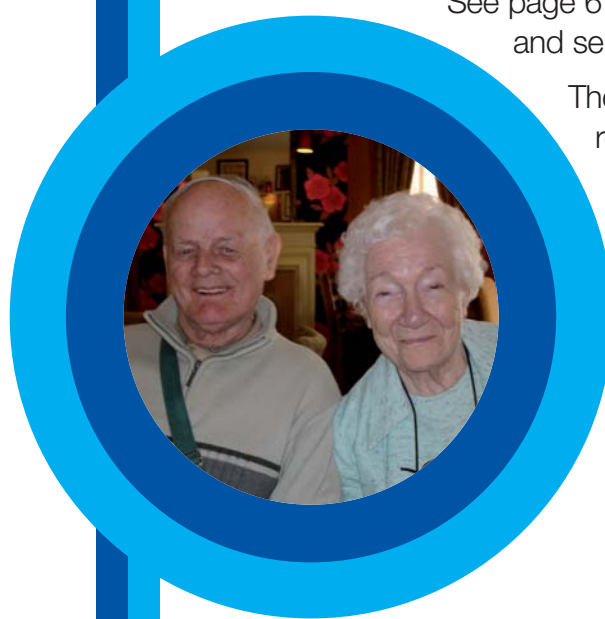
Westgate House, Millington Road, Wallingford, OX10 8FE.

Phone: 01491 836467

Open: Monday to Friday, 9am to 4.30pm

Wallingford Day Centre is a 30-place day centre for older people. It provides a daily programme of activities that include a hot lunch.

It offers the opportunity to socialise with other people and receive care support. See page 6 for a list of activities and services available.



www.oxfordshire.gov.uk/daycentres

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Activities

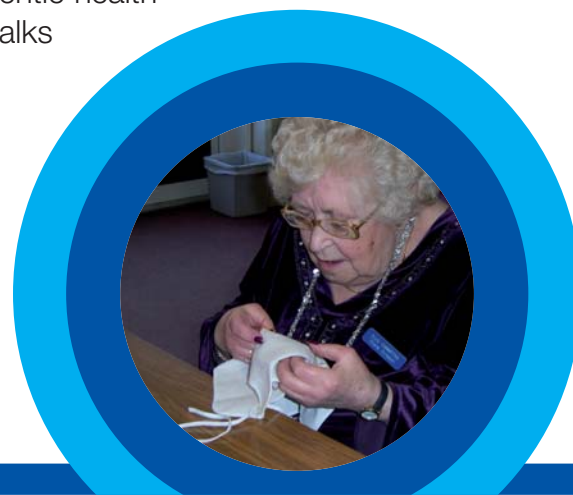


Activities only on offer at resource & wellbeing centres

- Multi-disciplinary partnership work with Oxfordshire and Buckinghamshire Mental Health Trust to provide comprehensive care
- Falls advisory clinic – weekly
- Intermediate day care – physiotherapy
- Exercises – seated and standing three times a week
- Tai chi – weekly
- Yoga – evenings
- Pilates – evenings
- Dramatherapy
- Reflexology
- Group therapies with clinical psychotherapist
- Specialist dementia groups
- Assisted use bathroom
- Wellbeing sessions – weekly
- Take a break for carers (carer respite service)
- Computer classes
- Group relaxation
- Memory strategy group
- Podiatry (qualified podiatrist every 6 weeks)
- Age Concern sole mates
- Gentle health walks

Activities held in all centres (including Wallingford, Wantage, Didcot and Banbury day centres)

- User group
- Carers' support group
- Adult learning, computer training, arts and crafts, flower arranging
- Information and advice surgeries (Age Concern)
- Hairdressing
- Library
- Newspapers and newsletters
- Outings
- Entertainment
- Spiritual support/Holy Communion
- Cooking therapy
- Cinema club
- Small in-house shop
- Tea & coffee bar
- Take-home sandwich service
- Cooked lunch
- Hand massage
- Manicure service
- Seated exercise
- Massage therapy
- Greeting cards
- Speakers
- Chiropody
- Reminiscence
- Tea dances
- Breakfast
- Foot care



A typical day

All centres are open from 9am to 4.30pm Monday to Friday. However, you will always be able to make phone contact by leaving a message on an answering machine. A member of staff will be on site from 8.30am

A light breakfast can be made available. Hot refreshments served on arrival.

- ☑ Activities begin when everyone has arrived, (usually 11am)
- ☑ Hot lunch served between 12pm and 12.30pm
- ☑ Programme of afternoon activity will relate to individual centres
- ☑ Afternoon refreshments served
- ☑ Freshly-prepared sandwiches available to take home
- ☑ Staff available throughout the day supporting individual care need
- ☑ Facilities available throughout the day may include bathing support, hairdressing, foot care and an assortment of other therapy treatments
- ☑ Oxfordshire County Council transport will start to take people home from mid-afternoon

Charges

Oxfordshire Social & Community Services charges for its services. People attending either a resource & wellbeing centre or a day centre may be required to pay towards the cost of their care. This can be discussed at the time of their assessment. Managers can advise about the current charging arrangements.

For more information about charging please ask a member of staff for the 'Fair Access to Care Services' leaflet.

Transport

On referral to the centre people will be assessed for their transport needs. Oxfordshire County Council Integrated Transport can be provided (if required).

Wherever possible people should make their own way to the centres.

Possible transport services to consider:

Bus/taxi	
Blue Badge scheme	0845 050 7666
Dial-a-ride	01295 263777 Banbury
	01869 320132 Bicester
	01865 374442 Kidlington
Octabus dial-a-ride	01865 876176
Stagecoach	01865 772250
Oxford Bus	01865 785410

To find out more about attending one of these centres contact the Access Team (details on page 8). Alternatively contact the centres directly for more information about the services they offer (contact details on pages 4 and 5).

“The atmosphere is friendly, the staff are super, nothing is too much trouble and they are, without exception, very caring. It’s my lifeline.”

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Access Team

The Access Team provides a single point of contact with Oxfordshire County Council's adult social care services.

The Access Team also provides information and signposting on a wide range of services and support available.

**Access Team, PO Box 780,
Oxford, OX1 9GX.**

Phone: 0845 050 7666

Fax: 01865 783111

Email: access@oxfordshire.gov.uk

SMS text number: 07788 571 577

Circles of Support

This activity provides opportunities to build relationships and social networks within local communities. The circles approach is used to enable older people to reconnect with ordinary life and, more importantly, engage in mainstream social activities. It can strengthen existing "circles" and introduce people to new situations within a supportive framework.

This service relies on having more focused conversations about what people would like to do with their lives and working out with them how to achieve their aspirations.

On referral staff will discuss which services would be most appropriate and the local circles that people can access in the area.

Day Centre and Lunch Club Listings

Abingdon Alzheimers:

Day Centre- Mental Health- Tel: 01235 205407;
www.alzheimers.org.uk/BranchWebsites/abingdonandthevale/index.htm.
7 mile radius of Abingdon; OX14 1AG.
Days & Times Open: Five Days per week.
Times: 9:30-3:00pm.

Age Concern - Anchor Court:

Day Centre- Tel: 01235 849400;
<http://www.ageconcernoxon.org.uk/services/daycentres.htm>;
Oxford City; OX4 1AA;
Days Open: Monday- frail older people.
Times: 10:00-3:00pm

Age Concern - Asian Elders:

Lunch Club- Tel: 01235 849400;
<http://www.ageconcernoxon.org.uk/services/daycentres.htm>;
Oxford City; OX4 2YF;
Days Open: Tuesday- frail older people.
Time: 10am-2pm

Age Concern - Barton:

Day Centre/Lunch Club- Tel: 01235 849400;
<http://www.ageconcernoxon.org.uk/services/daycentres.htm>;
Barton Headington; OX3 9LS;
Days Open: Monday- frail older people.
Time: 11am-2pm.

Age Concern - Bluebells:

Day Centre- Tel: 01235 849400;
<http://www.ageconcernoxon.org.uk/services/mental.htm>;
5 mile radius; RG9 1AG;
Days Open: Wednesday, Thursday and Friday-
Older people mental health needs.
Time : 11am-2pm

"I am very satisfied with everything and think myself lucky to be looked after so well".

Age Concern – Burford:

Day Centre- Tel: 01235 849400;
<http://www.ageconcernoxon.org.uk/services/daycentres.htm>;
Burford Area; OX18 4HU;
Days Open: Monday- Frail Older people.
Time 9:30-2:30pm

Age Concern – Chiltern:

Lunch Club - Tel: 01235 849400;
<http://www.ageconcernoxon.org.uk/services/daycentres.htm>;
Chiltern Area; OX11 0SH;
Days Open: Thursday- frail older people.
Time: 10am-3pm.

Age Concern - The Clock House:

Day Centre- Tel: 01235 849400;
<http://www.ageconcernoxon.org.uk/services/daycentres.htm>;
Greater Leys Blackbird Leys; OX4 7FX;
Days Open: Tuesday- frail older people.
Times: 10am-3pm.

Age Concern – Dovecote:

Day Centre: Tel: 01235 849400;
<http://www.ageconcernoxon.org.uk/services/mental.htm>;
5 Mile Radius; OX9 3AJ;
Days Open: Wednesday and Friday- Older people with Mental Health needs.
Time: 10am-3pm.

Age Concern – Kidlington:

Day Centre- Tel: 01235 849400;
<http://www.ageconcernoxon.org.uk/services/daycentres.htm>;
5 Mile Radius; OX5 1JP;
Days Open: Monday and Friday-
frail older people.
Time: 10am-3pm

Age Concern – Kingsmoor:

Day Centre- Tel: 01235 849400;
<http://www.ageconcernoxon.org.uk/services/mental.htm>;
5 Mile Radius; SN7 8RN;
Days Open: Tuesday, Wednesday and Friday-
older people.
Time: 10am-3pm



Age Concern – Nettlebed:

Day Centre- Tel: 01235 849400;
<http://www.ageconcernoxon.org.uk/services/daycentres.htm>;
5 Mile Radius; RG9 5DE;
Days Open: Friday- frail older people.
Time: 10am-3pm.

Age Concern - North Oxford:

Day Centre- Tel: 01235 849400;
<http://www.ageconcernoxon.org.uk/services/daycentres.htm>;
North Oxford; OX2 8ES;
Days Open: Tuesday- frail older people.
Time: 10am-3pm.

Age Concern - Oakwood Centre:

Day Centre- Tel: 01235 849400;
<http://www.ageconcernoxon.org.uk/services/daycentres.htm>;
5 Mile Radius of Faringdon; SN7 8DS;
Days Open: Tuesday, Thursday
and Friday- frail older people.
Time: 9am-3pm.

Age Concern - St Francis Banbury:

Day Centre- Tel: 01235 849400;
<http://www.ageconcernoxon.org.uk/services/daycentres.htm>;
5 mile radius of Banbury; OX16 1FA;
Days Open: Monday- frail older people.
Time: 10am-3pm

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Day Centre and Lunch Club Listings continued

Age Concern - St Francis Court/Wood Farm Headington:

Day Centre- Tel: 07920234624;
<http://www.ageconcernoxon.org.uk/services/daycentres.htm>;
 Oxford City; OX3 7JF;
 Days Open: Wednesday- frail older people.
 Time: 10am-3pm.

Goring: Lunch Club-

Tel: 01235 849400;
<http://www.ageconcernoxon.org.uk/services/daycentres.htm>;
 Goring Area; RG8 9HB;
 Days Open: Tuesday- frail older people.

Age Concern-Watlington & District:

Day Centre- Tel: 01491 612144;
 Watlington and Surrounding Villages; OX49 5PZ;
 Days Open: Week Days- frail older people.
 Time: 10am-3pm.

Bampton Bush:

Day Centre- Tel: 01993 850224;
 Bampton and surrounding areas; OX18 2JH;
 Days Open: Wednesday- frail older people and mental health.
 Time: 10am-2:30pm.

Berinsfield:

Day Centre- Tel: 01865 341941;
 Berinsfield area; OX44 9LN;
 Days Open: Tuesday and Friday- frail older people.
 Time: 9:30am-3:30pm.

Bromsgrove:

Day Centre- Tel: 077 4244 2236;
 Faringdon; SN7 7JF;
 Days Open: Monday and Thursday- frail older people.
 Time: 10am-3pm.



Chinese Community

Centre/Lunch Club:

Day Centre/Lunch Club: Tel:
 01865 204188; Oxfordshire; OX4 1DD;
 Day Open: Tuesday- frail older people.
 Time: 11am-2pm.

Charlbury Day Centre:

Day Care: Tel: 01608 811337;
 Charlbury and Surrounding areas; OX7 3QW;
 Days Open: Wednesday- frail older people.

Chalgrove:

Day Care- Tel: 01865 890339;
 Chalgrove, Cuxham, Brightwell, Baldwin,
 Stadhampton, Newington areas; OX18 3JY;
 Days Open: Tuesday- frail older people and Friday- mental health.
 Time: 10am-2pm.

Carterton Day Centre:

Day Care- Tel: 01993840162;
 5 Mile Radius; OX18 3JY; Days Open: Monday,
 Tuesday and Wednesday- frail older people.

Cholesy Day Centre:

Day Care- Tel: 01491 652970;
<http://www.cholsey.org/DayCentre>;
 Parish of Cholsey; OX10 9PQ;
 Days Open: Monday, Wednesday and Friday- frail older people.
 Time: 9:30am-3pm.

Cluster Day Centre:

Day Care- Tel: 01295 750522;
 Cropredy, Great & Little Bourton, Wardington,
 Claydon, Hanwell and Mollington; OX17 1AE;
 Days Open: Tuesdays- frail older people.
 Time: 10am-3pm.

Daybreak Oxford - The Lilacs:

Day Care- Mental Health- Tel: 01865 776744;
<http://www.daybreakoxford.org.uk/daycentres.html>;
 Oxford and surrounding areas; OX5 2BW;
 Days Open: Monday, Wednesday, Thursday and Friday- mental health.
 Time: 9am-3pm.

Daybreak Oxford - Rosewood:

Day Care- Mental Health- Tel: 01865 776744;
<http://www.daybreakoxford.org.uk/daycentres.html>;
 Oxford and Surrounding areas; OX4 7FX;
 Days Open: Monday and Friday- frail older people and mental health.
 Time: 9:30-3pm.

Daybreak Oxford - The Limes:

Day Care- Mental Health- Tel: 01865 776744;
<http://www.daybreakoxford.org.uk/daycentres.html>; Oxford and surrounding areas; OX2 6TN;
 Days Open: Monday and Thursday- mental health.
 Time: 9:30-3:30pm

Elms Health & Well Being:

Day Care- Tel: 01993 706824;
 5 Mile radius; OX28 4AZ;
 Days Open: Week Days- older people and mental health.
 Time: 10m-3pm.

Eynsham Day Centre:

Day Care- Tel: 07949895937;
http://eynsham-pc.gov.uk/a-z_club_detail.asp?ClubID=60; Eynsham and surrounding areas; OX29 4QW;
 Days Open: Monday- frail older people.
 Time: 10am-3pm

Fielding Day Centre:

Lunch Club- Tel: 01295 780259;
<http://www.cherwell-local.org.uk/site/Fielding-Day-Centre>;
 Sibford Ferris, Sibford Grower and Surrounding Villages; OX15 5RW; Days Open: Wednesday- frail older people.
 Time: 10:30-1:30pm.

Goring & District Community Centre Trust Lunch Club:

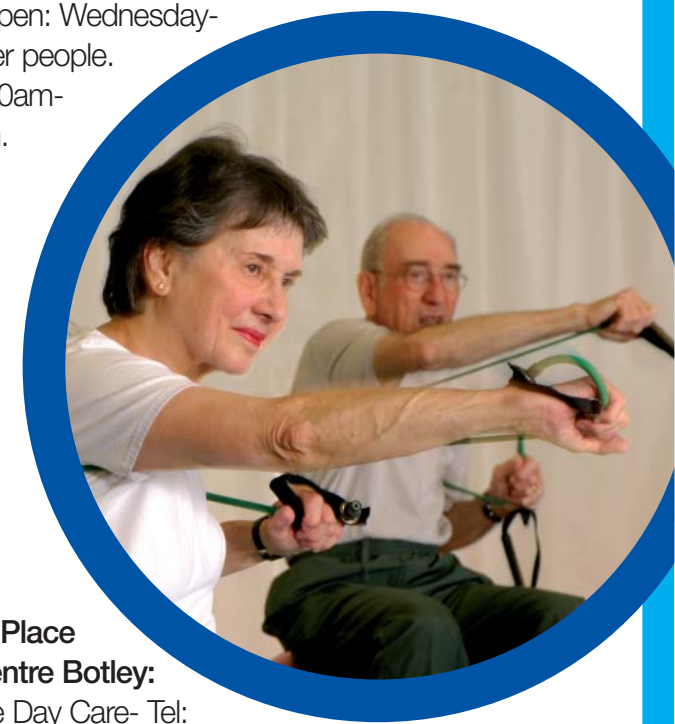
Day Centre- Lunch Club- Tel: 01367 860176;
http://www.goring-on-thames.co.uk/html/lunch_clubs.html; Goring and surrounding areas; RG8 9HB; Days Open: Wednesday- frail older people. Time: 10am-1pm

Grove Day Centre:

Day Centre- Tel: 01235 764408;
 Grove and surrounding areas; OX12 7LB;
 Days Open: Tuesday and Thursday- frail older people.
 Time: 10am-3pm.

Hanborough & District Day Centre:

Day Care- Tel: 01993 882951; Hanborough and surrounding areas; OX29 6SD;
 Days Open: Wednesday- frail older people.
 Time: 10am-2:30pm.



Happy Place Day Centre Botley:

Chinese Day Care- Tel: 01865 721361; Botley area; OX2 ONL;
 Days Open: Monday and Thursday- frail older people.
 Time: 12noon-2:30pm.

Highland Day Centre:

Day Care- Tel: 0160643320;
 Chipping Norton and Surrounding Villages; OX7 5GG;
 Days Open: Monday, Wednesday, Thursday and Friday- frail older people.
 Times: 9am-4pm.

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Day Centre and Lunch Club Listings continued

Hook Norton Care Group:

Day Care- Tel: 01608 737388;
<http://www.hook-norton.org.uk>; Hook Norton and surrounding areas; OX15 5NP;
 Days Open: Monday-frail older people.
 Time: 10am-3pm.

Lake House Day Centre

Frail Older People-
 Tel: 01295 811183.
 Days Open Monday – Friday.
 Times 9am- 4pm.

October Club (Wantage):

Day Care- Mental Health- Tel: 01235 760425;
<http://http://www.wantage.com>;
 Wantage and local villages; OX12 8AQ;
 Days Open: Monday, Wednesday and Friday-
 mental health/dementia.
 Time: 9am-3pm.

Share Care Day Centre, Age Concern:

Day Centre- Tel: 01865 890633;
 Holton and surrounding areas: OX33 1PR;
 Days Open: Monday and Wednesday –
 frail older people.
 Time: 9:30am-3pm.

Stonesfield Day Centre:

Lunch Club- Tel: 01993 891414;
 Stonesfield: OX29 8PU;
 Days Open: Wednesday- frail older people.
 Time: 10.30 to 3.30pm.

St Andrews Community Assoc/Chinnor:

Day Centre- Tel: 01844 353733;
www.chinnorvillagecentre.co.uk;
 Chinnor, Kingston Blount, Aston Rowant,
 Cromwell, Henton & Sydenham; OX39 4HE;
 Days Open: Thursday- frail older people.
 Time: 10am-3:30pm.

St Marys Thursday Club:

Day Care- Tel: 01295 721327;
 Bloxham area; OX15 4ET;
 Days Open: Thursday- frail older people.
 Time: 10am-3pm.

Thame & District:

Day Centre- Tel: 01844213546;
<http://www.thameanddistrictdaycentre.co.uk> ;
 Thame and District; OX9 3JT;
 Days Open: Tuesday, Wednesday and Friday-
 frail older people.
 Time: 9:30am-3pm.

West Way Day Centre (WRVS):

Day Care- Tel: 01865 742 732;
 Botley, Cumnor and Farmoor; OX2 9JN;
 Days Open: Monday and Friday-
 frail older people.
 Time: 10am-3pm.

Windmill Thursday Club Ltd (Deddington):

Day Care- Tel: 01869 338153;
<http://www.deddington.org.uk>;
 Deddington, Astons, Barton, Duns Tew, Over
 Worton, Somerton; OX15 0QH;
 Days Open: Tuesday and Thursdays-
 frail older people.
 Time: 10am-3pm.

Wychwoods Day Centre:

Day Care- Tel: 01993 832994;
<http://www.shiptonunderwychwood.org>;
 Shipton Under Wychwood, Leafield, Fifield,
 Lyneham, Bould, Foscot, Idbury, OX7 6BQ;
 Days Open: Thursday- frail older people.
 Time: 10am-3:30pm.



Home Support

Information & Advice Service

Intermediate Day Care Services

Relief to Care

Podiatry

OBMH Mental Health support service

Circles of Support

Adult Learning

Advocacy Service

“Coming to the day centre is like coming to an oasis in the desert”

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Customer care quality standards

When attending an Oxfordshire County Council centre, customers will:

1. Be treated politely and respectfully. Confidentiality will be kept in line with the Customer Care Code of Practice of July 2000
2. Be given a clear explanation of the service they can expect and how it will be delivered
3. Be given information on how to make a comment, compliment or complaint. The Oxfordshire County Council Comments and Complaints Service covers all centres
4. Receive a service review at least once a year. A copy of the review will be made available to the customer and their carers
5. Have a written care plan within one month of starting at the centre. The care plan will reflect individual needs regardless of personal circumstances (eg. age, gender, ethnicity)
6. Be consulted annually about the service they receive
7. Know that all managers will respond to referrals and public requests for information in writing within five working days
8. Know that all staff working in centres have a written agreement to abide by the Code of Practice for Social Care Staff.

“The team of carers have been exemplary. Their dedication, kindness and professionalism have made a huge difference to my mother’s quality of life.”

“The standard of care was excellent. My parents repeatedly said how grateful they were to the carers and considered them true friends.”

“I am completely satisfied with the attention I get from all people concerned with my homecare. I am very grateful and I want to thank everyone who has helped me.”



Comments, compliments and complaints

It is very important to us to know what our customers think about the services we provide. If we know where things have worked well, then good practice can be shared and celebrated.

However, we know we don't always get things right, and it is vital that you tell us if things have gone badly or if you are unhappy so that we can improve. Our Comments and Complaints Service has been set up to ensure that this happens.

How to contact us

Phone: 0845 050 7666

Fax: 01865 783134

Email: commentsandcomplaints@oxfordshire.gov.uk

Write to: Comments and Complaints Service, Freepost RRYR-XTBE-GBTZ, County Hall, New Road, Oxford OX1 1ND

Volunteering

We have approximately 57 volunteers supporting our day centres contributing in a wide range of activity, however we always need more to help in many areas of day centre life such as:

- helping serve beverages and food
- activities
- computer work
- talking and interacting with users

There are no formal qualifications required to become a volunteer but there are health, safety and security issues that require an application form to be completed. References and CRB checks are required. Some informal training will be given to ensure you are kept safe.



How to apply

Contact one of the centres using the Contact details on pages 3 and 4.

Ask the centre manager for an application form. Alternatively contact Jacquie Carman on 07917 210745 or Claire Soper on 07786 702751

For jobs with Oxfordshire County Council visit www.oxfordshire.gov.uk/jobs

“The centre is such a nice place to work; everyone is so friendly and kind... they’re not just colleagues, but friends for life.”

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