

*If you have a comment, compliment or complaint, please fill in the details overleaf, detach this section and hand to a member of staff. Alternatively you can post this to us at the address below.*

## Medication Policy

### 1. Guidelines Policy

Age Concern Isle of Man Care Workers will only assist in providing any form of medication (prescribed and non-prescribed). The Day Centre Manager or Organiser will be responsible for obtaining full details of Service Users' medication and ongoing updates i.e. types of medication, dosage, time to be taken, and where all medication will be kept.

### 2. Purpose

To support Service Users in taking their medication.

### 3. Scope

All Service Users requiring prescribed medicine.

### 4. Responsibility

- a. Day Care Manager or Organiser is to ensure that medication is only issued in accordance with ACIOM's 'Medication Guidelines'.
- b. Carer Service Users are to ensure drug administration forms are kept up to date.

### 5. Procedure

- a. Service User drug requirements are to be identified on the referral form by the Day Care Manager or Day Centre Organiser.
- b. All Carers employed at Day Care Centres are asked to complete the Medication Book and 'Daily Record Sheet of Drug/Medicine Administered' form (i.e. form CM1F) whenever drugs are taken by Service Users.
- c. Where a Service User needs assistance with their medication, the medication will be kept in the locked Medication Cabinet prior to issue.
- d. Only the Day Care Manager and the Day Care Organiser will have access to the Medication Cabinet, except where a key volunteer has been nominated.
- e. All Age Concern Isle of Man Day Care Staff will receive appropriate training and information on medication, and will receive a copy of the Medication Guidelines.



# Day Care Centres Information for Service Users

## Frequently asked questions

### How will I get there?

If you are unable to get to your nearest Centre yourself, we will arrange transport for you. If this is the case, the transport will call for you at the same time every week.

### What happens at the Centres?

Mainly, members decide what they would like to do. Many enjoy social activities, or the chance to reminisce with people of a similar age. Additionally, we organise outings and celebrate events.

### What happens if I have a particular disability or health problem?

If you or someone on your behalf can inform us of the problem, help will be on hand as and when required.

### What will the Day Care Service cost me?

Currently the cost is £4 per day to attend a Centre. The money helps to support the cost of the Centres. Occasionally this charge may need to increase, but adequate notice of any increase will be given.

### What if I don't like the Centre after I have started?

You may come for a trial period of up to six weeks. If you have a particular problem at the Centre, speak to the Day Care Manager or one of the volunteers - maybe we can solve it.



## Statement of Rights of Service Users

Age Concern Isle of Man (ACIOM) believes that each person has the right to a life which maintains their personal independence, safeguards their privacy, offers genuine and informed choices, and provides opportunity for them to enjoy and contribute to the community as fully as possible, and meets their social, spiritual, cultural and individual needs.

The organisation is committed to providing services that respect and promote those rights.

In particular, users of the Day Care Centre have a right to expect that ACIOM will adhere to certain basic principles in running of the Centre, these being:

- To treat people as individuals and to promote each person's dignity, privacy and independence.
- To encourage and respect people's age, disability, ethnic origin, gender, marital status, political allegiance, race, religious belief, sexual orientation, culture or lifestyle.
- To give users the maximum possible choice of services within available resources to meet their needs, including contact with non-service users.
- To recognise the rights of users to exercise the maximum possible control over the services they receive.
- To involve users, carers and their representatives in the planning and running of Day Care Centres, individually and collectively.
- To provide support for carers, whether relatives or friends, and recognise the rights of other family members.
- To recognise that people's needs and their support networks may change over time and ensure that services are able to respond sensitively and flexibly.
- To plan and provide services in partnership with users and other independent and statutory agencies, to ensure good working relationships and a co-ordinated approach to meeting needs.
- To include the provision of transport where appropriate, which is flexible and responsive to people's needs.
- To make available clear and specific statements about the purpose and objectives of the Day Care Service.

## Comments, Compliments, Complaints Information for Service Users

- 1. Introduction** - Age Concern Isle of Man feels it is very important that all service users should be able to comment freely on the services, which they are receiving from the organisation.
- 2. Comments and Complaints** - If you have something you wish to say to the organisation about the service, staff or volunteers, please feel free to comment either in writing or verbally to any member of staff or a key volunteer. This will help us improve the services we offer and we are always pleased to receive these comments.
- 3. Complaints Procedure** - Should you wish to complain about any of the services you receive, the staff are briefed to welcome complaints as being a useful method of feedback. There are three separate stages in complaining.

**a. The Informal Stage** - If you are unhappy about any aspect of the service, talk to a volunteer or member of staff with whom you feel comfortable and explain the problem that you are experiencing. They will take action on this within four working days and tell you what progress they have made in resolving your problem. It may be that you prefer not to talk to someone but to complain in writing. Please feel free to use the tear-off slip on this leaflet or if you do not wish to use this leaflet, then you may write on a separate piece of paper. In any case, the complaint will be dealt with within four working days and you will be told what decisions have been made.

**b. The Formal Stage** - If you feel that the problem has not been dealt with satisfactorily, you may tell the Chief Executive Officer of Age Concern Isle of Man either in writing or verbally and she will look into the matter further on your behalf. She will send you a written reply about the action she is taking with 28 days.

The name and address of the Chief Executive Officer is:  
Mrs Penny Creighton MBE,  
Chief Executive Officer  
Age Concern Isle of Man,  
19 Drinkwater Street, Douglas, IM1 1AT  
Tel: 01624 613044

**c. The Review Stage** - When you receive the reply from the Chief Executive Officer, if you are still not satisfied, then you have the right to take the matter to the Chairman of Council of Management of Age Concern Isle of Man. This request should be made in writing to the Chairman. He will then investigate the matter himself or ask another member of the Council of Management to do so. When he has done this, he will write to you within 28 days telling you what has happened. Please contact Age Concern Isle of Man on 613044 for the Chairman's details.

## Comments, Compliments and Complaints Procedure

To make a written comment, compliment or complaint, please write the details below and hand the slip to a member of staff. Continue on a separate sheet if necessary.

Name: .....

Comments: .....

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Signature: .....

Date:.....