

# All Hallows Day Centre



Day care services  
for adults



## Welcome to All Hallows Day Centre



Located in the village of Ditchingham near Bungay, All Hallows Day Centre is a modern purpose-built day care facility located in its own grounds.

Opened in 2004, the centre provides adults of all ages, including those with a physical disability or living with dementia, with enjoyable and stimulating day care within a safe and homely environment. We are open Monday to Friday (excluding Bank Holidays).

Customers who attend All Hallows Day Centre will have the opportunity to have fun, socialise and take part in a wide range of activities, helping them to maintain skills whilst offering family carers a well-earned break.

Our service aims to help combat social isolation, promote independence and improve wellbeing.

### Our team

Led by Day Centre Manager, Linda Robinson, our team of professional care staff are fully trained in all aspects of personal care. They work closely with families, social workers, GPs, district nurses and home care agencies to maintain a high level of service and continuity of care. Our care staff and customers are supported by a team of minibus drivers, catering and domestic staff, as well as a dedicated team of volunteers.



## Facilities

All Hallows Day Centre is set in pleasant surroundings and offers a wide range of facilities, including a bright and spacious lounge/activity room, separate dining room with onsite catering facility, assisted bathrooms with hoists for those finding it difficult to manage on their own, quiet room and a spacious garden with greenhouse.

## What's available

- Free door-to-door transport if required for those living in and around the Bungay area
- Refreshments throughout the day
- Assisted bathing with hoists
- Stand-aid/hoists for wheelchair transfer
- Freshly prepared two-course hot and nutritious lunch to suit any dietary requirements
- Exercise and movement
- Live entertainment
- Therapeutic and social activities
- Free Wi-Fi internet access
- An enclosed garden/patio area
- Bi-monthly newsletter
- Monthly raffles (donations gratefully received)
- Free 'taster' day (lunch extra)



## Getting to know you

To ensure your day care experience is enjoyable, before your first visit, we like to arrange a face-to-face or telephone assessment, where we can have a chat to help us understand your needs and interests, give you a chance to ask any questions, or share any concerns you may have that we should be aware of.

## Your first visit

Your first visit is a free 'taster' day, so all you will need to bring with you is some money for your lunch. This free day gives you a chance to experience first-hand what we do at the Day Centre and to meet new friends.

## Getting to and from All Hallows Day Centre



At all Hallows, we have two specially adapted and fully accessible minibuses.

We offer a free door-to-door customer transport service for those living in and around the Bungay area, who have no other means of getting to the centre.

All journeys using our minibuses to and from the centre are escorted by a member of the care team.

We can also signpost you to local taxi companies and community transport providers upon request.



## A typical day

The day starts with a warm and friendly welcome and tea/coffee and biscuits.

Activities are always fun. We have a varied programme offering a choice of morning activity such as dance and movement, arts and crafts, puzzles and quizzes (depending on your interests), as well as an opportunity to socialise with other customers, staff and volunteers.

Staff are always on hand if you need help with personal care, and if you wish, you can enjoy a nice relaxing bath and hair wash in one of our specially adapted baths.

You can enjoy a varied menu, offering a choice of nutritious two-course lunch, freshly prepared by our onsite team, who can cater for any special dietary requirements, including gluten-free, pureed and diabetic.

After lunch, you can listen to the entertainment or join in fun group activities such as 'New Age Kurling' and 'Bowls', followed by a nice cup of tea and a slice of cake before home time.



## What our customers have to say



*"I love coming to the day centre every week. It has enabled me to live at home independently for longer and gives my son and daughter a break and peace of mind that I am being well looked after. I enjoy a good lunch and look forward to a nice bath when I come as I can't manage the stairs at home anymore to access the bathroom."*

*"Day care is good, and I enjoy coming to All Hallows. I like watering the plants, gardening, arts and crafts and dancing with the staff who are good but also funny and cheeky."*



*"I enjoy all of day care, particularly singing and talking to everyone. The staff are brilliant and need a pay rise! Although I wasn't sure in the beginning, I now feel wonderful after coming to the centre."*

*"I love it here; the people are nice to me. I like all the staff and the food is great. If I didn't come here, I'd be sitting at home on my own, so it is lovely to have company and lots to do. I particularly enjoy doing arts and crafts."*



## Providing independence with care

- We will treat you as an individual.
- We will support you to keep your independence and maintain your dignity.
- For your protection, our staff and volunteers will continue to use PPE and follow a strict cleaning regime at the centre.
- We will take personal responsibility to uphold the Empanda Values – accountability, commitment, compassion and integrity.



## Keeping All Hallows Day Centre sustainable

We continue working with staff, partners, supporters and the local community to explore ways to improve our service offer to help keep the centre a valuable and sustainable resource for our customers.



## Next steps

We offer a variety of packages, so if you'd like to spend the day with us, or simply come in and enjoy a nice relaxing bath, there's bound to be something to suit your needs. Prices are available on request.

You or your carer can apply direct and we accept referrals from Norfolk and Suffolk Adult Social Care Teams, GPs, healthcare professionals and other agencies.

For more information, or if you, a relative or friend would like to join us at All Hallows Day Centre, why not give us a call to arrange an assessment and free taster day so you can experience first-hand what we do. We would love to hear from you.

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