

Safeguarding

All staff that work for Acorn resource centre have a duty to report any suspicions or disclosures of abuse, and failure to do so, is a failure in their duty of care.

Staff must make known their concerns about abuse, whether it be of a sexual, psychological, physical, financial or material nature, or due to neglect and acts of omission or discriminatory abuse.

This basic principle applies even if a citizen has told a colleague in confidence and has asked them not to disclose it.



The Referral Process

Referrals can also be made via Nottingham health & care point

We also take referrals from patients, their relatives, carers and health care professionals over the telephone and using our online referral site. We also process referrals via internal and external clinical systems and email.

Patients, carers or clinicians can contact Nottingham Health and Care Point on

0300 131 0300

Referrals can also be made Directly at Acorn Resource Centre

The Acorn Resource Centre
The Mary Potter Building
76 Gregory Boulevard
Nottingham
NG7 5HY

0115 883 8070



Physical & Sensory Impairment

Welcome to Acorn Resource Centre



Physical & Sensory Impairment

About us

Acorn Resource Centre is a Nottingham City Council run Day Service based in Hyson Green. We provide support to adults aged 19 and over with physical and sensory disabilities. We help our Citizens to lead healthy, active and Independent lives by offering a varied program of Activities and person-centred support.



we offer a wide range of activities for a personalised day service specifically for people with physical disabilities & sensory impairments.

Our person-centred approach is varied and stimulating, with each Citizen having a bespoke programme arranged according to their needs, abilities and desires.

Some activities aim to increase independence skills whilst others are pure fun. Depending on the activity and the degree of support needed, people are able to take part on their own, with a Care Worker or as part of a group



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Complaints Procedure

We aim for all citizens to enjoy their time at Acorn Resource Centre and are always seeking input from citizens as to how we can improve our services.

If you have any reason to complain whilst in attendance of our service then please approach our manager who will be more than happy to discuss any issues you may have.

If you are still not satisfied please contact Nottingham City Council as they operate their own complaints procedure.

CONTACT

Have Your Say

Nottingham City Council
Loxley House
Station Street
Nottingham
NG2 3NG

0115 9155555



Fire Awareness at Acorn

Resource Centre Day Service.

The fire alarm has a long sounding persistent tone. If the alarm has been activated:

Do not panic

- Stop what you are doing. Do not look for personal possessions.
- Vacate the building immediately by the nearest available exit Staff will be on hand to assist you.
- Assemble on the East car park at the Fire Assembly Area as marked by signage.
- Staff will sweep the building
- Do **not** re – enter the building unless you are told to do so by staff.
- For your own safety you must not try to use a fire extinguisher.

- **DO NOT BLOCK FIRE EXITS**
- **DO NOT WEDGE FIRE DOORS OPEN**

Please note that we do hold regular fire drills to enable citizens' to become familiar with the evacuation process.

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Acorn Day Centre Day Care Philosophy

- To offer a quality service which promotes self worth and quality of life in a safe and supported environment.
- To promote individual rights and encourage choices.
- To maximize an individual's potential and promote independence.
- Enable users to voice their opinions/complaints informally and in a safe environment.
- To offer social and specific activities appropriate to the needs of a multi-racial and multi-cultural society.
- To encourage users to make their own decisions and advocate for those who are unable to.
- To respect each other's rights to confidentiality at all times.
- Treat users with respect and sensitivity.



Inclusive Services

Nottingham City Council is committed to achieving a working and living environment which provides equality of opportunity and freedom from discrimination on the grounds of race, religion, sex, class, sexual orientation, age or disabilities. Our services are committed to building a workforce which is diverse and reflects the community around us. Sexual orientation is defined as a combination of emotional, romantic, sexual, or affectionate attraction to another person inclusive of those that are attracted to the same sex. As an inclusive care provider we welcome visitors and residents/attendees that reflect the diversity of Nottingham's communities.

Disclosures made around sexual identity, orientation, gender reassignment and religious and cultural values will be held in strictest confidence. Citizens in our services will be supported to access activities that are representative of their social, religious and cultural needs. These will include but are not limited to, attendance at religious venues and in house religious services. Our services also support and access celebrations of religious and cultural diversity including IDAHOT, Nottingham Pride, Black History Month, Chinese New Year, Eid and Diwali to name a few.



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Personal care

We provide personal care to those who require it in a dignified and respectful manner.

All staff are fully trained and treat



Drinks

There is a wide range of hot and cold drinks available, which are normally served on your arrival and after lunch.

Water and drinks are available all day as we feel it is important to your health and wellbeing to stay hydrated.

We are no longer able to offer meals, but you can bring your own packed lunch.



Activities

Acorn provides a wide range of activities that enable citizens to build their confidence and increase socialisation and general enjoyment of everyday life. We offer exercise classes, Kurling and Boccia. Citizens can also enjoy craft, bingo, discussions, music. Acorn also strives to identify activities citizens may like to do whilst not at Acorn.

We have a computer and access to IT, we also have a Wii if you wish to use it.

Acorn also hosts a large community garden which is shared with the library for the Hyson Green area that you could use if you wanted to.



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