

# A guide to Queens Cross Network

Support for adults with a physical or sensory disability





## Welcome to Queens Cross

The Queens Cross Network offers a range of opportunities to adults aged 18 and over who have a physical or sensory disability and who live in the Dudley borough.

Services are offered at our day centre in Dudley and in the community.

The Network is also home to Dudley's Deaf Support Service and Vision Support Service.

## Queens Cross Centre

Queens Cross Network is a drop in centre located close to Dudley town centre.

People can attend the centre as and when required - as full days or on a drop in basis.

The network is home to Disability in Action, one of the borough's most vibrant and active user led organisations which is run and managed by people who have a disability. The group also run and manage the centre's café and busy reception.

Visitors are welcome to pop into the centre for a look around at the facilities. It is open from 8am to 5pm from Monday to Friday. There is also a programme of community and centre based evenings and weekend social events.

The centre has a Changing Places toilet and there is disabled access to the whole building.

## Opportunities at the centre

We offer a person centred, holistic service tailored to the needs of each individual. We can provide a range of information, advice, signposting and practical support, including day opportunities support, to meet the needs of everyone.

Our trained and accredited staff will work with individuals to find out what their needs are and what they want to achieve in their life. We aim to maximise each person's independence to enable them to live as full and happy a life as possible.

As a one stop shop for people with physical and/or sensory disabilities we can provide a wealth of relevant information and advice and can also signpost to other services from private, public, voluntary and charitable organisations that can assist the person.

The centre is also home to the Deaf Support Service and the Vision Support Service. Regular café sessions are held for specialist disability support:

- Sign Café (Deaf Support)
- MS Café (Multiple Sclerosis)
- Carers Café (in association with Carer Alliance)
- Vision Café (Vision Support)

All meet regularly at the centre. We are also always looking for new community groups to support.



## Activities at the centre can include:

- gardening club
- arts and crafts
- cookery sessions
- food hygiene courses
- indoor sports
- social events and daytrips
- relaxation sessions and Yoga
- home-building skills sessions
- IT courses in computer suite
- choir

Themed days and evening events are also regularly on offer.

Facilities at the centre include:

- well equipped gym
- library area
- quiet room
- gardens
- computer suite
- catering kitchens

The centre has a Café which is run and managed by Disability in Action. Refreshments are available and people attending the centre can choose to buy meals, snacks and drinks. Alternatively, visitors can bring their own lunch, and buy sandwiches and snacks to take home.

All activities can be adapted to meet individual needs and where needed help with personal care can be provided by trained members of staff. The centre has a Changing Places toilet.

## Attending the centre

To attend the day centre a person will need to have had a needs assessment from a social worker. The assessment will state how many hours or days the person is entitled to attend the centre and whether they will have a personal budget to pay for this. Alternatively people can pay for themselves to attend the centre.

Attendance can be as frequently as each person wants. Some people simply choose to come along for lunch or for an hour or two to socialise or have a coffee.

An assessment with a social worker can be requested by contacting the council's Access Team (details are on the back of this leaflet) or via a GP, district nurse or hospital ward staff. If you are unsure about how to be referred to Queens Cross, please feel free to call the centre or drop in and see us.





## Disability in Action

People involvement is what the Network is all about. We have our own user led group called Disability in Action. The group is made up of adults with physical or sensory disabilities and offers friendly, expert peer support.

They also run the cafe and the reception at the centre and encourage volunteers to get involved with their work and the work of the Network.

**Rooms for hire** - Facilities at the centre, such as a room or the cafe area, are available for hire by local disability support groups. Please call for details.

## Community outreach - supporting people to live independently

The Network offers a community outreach service that provides support over a maximum of four weeks with follow up support. This short term service supports people to enable them to live an independent life in their own home or in their local community.

Personal goals will differ from person to person and a plan will be developed to work hand in hand with the individual to achieve their goals.

This short term prevention service provides practical help and one-to-one support to help people live independently and achieve their own goals. For example, support can typically include help and assistance to:

- travel independently
- develop independent living skills
- move home
- find a job
- attend college or university
- find paid employment, work experience or voluntary work
- shop independently
- get involved in leisure activities or sports.

This is not a complete list of opportunities and other kinds of support is available.



## Further information

### **Dudley Community Information Directory**

Your online tool to find information about care and support, activities, health services and much more across Dudley borough.  
**[www.dudleyci.co.uk](http://www.dudleyci.co.uk)**

**Alternatively, please contact our  
access to adult social care helpline**



on **0300 555 0055** (Monday to Friday - 9am to 5pm)  
An emergency duty team is available on **0300 555 8574**, at all other times

Web **[www.dudley.gov.uk/asc](http://www.dudley.gov.uk/asc)**  
Email **[acessteam.dachs@dudley.gov.uk](mailto:acessteam.dachs@dudley.gov.uk)**  
Post **Brierley Hill Health & Social Care Centre  
Venture Way, Brierley Hill DY5 1RU**

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## Contacts

**Queens Cross Network - centre for living independently**

Tel **01384 813460**

If you require any assistance with regards to this document or would like to request an interpreter, large print or audio version, please contact the communications team on 01384 814280