

# Connections Adult Day Care Service Frequently Asked Questions (FAQ)



## **When does Connections open to the public?**

We are open from 2<sup>nd</sup> March 2026.

## **Who can attend Connections?**

Connections welcome adults with a range of care needs, from disability and injury to older age. To help attendees settle in Carers/Next of Kin can stay with them for the first hour.

## **Do I need an assessment before joining?**

Yes. We carry out a **friendly, informal assessment** at your home to:

- Understand your interests and needs.
- Check any mobility or health considerations.
- Ensure we can provide a safe and enjoyable experience.

Assessments are free and by appointment.

## **When is Connections open?**

We are open **Monday to Friday**, offering:

- **Full-day sessions 10am - 4pm**
- **Half-day sessions 10am - 1pm or 1pm - 4pm**

Closed for Bank Holidays.

## **How much does it cost?**

Introductory offer- £65.00 for the month of March/April.

£75.00 daily (10-4) cost from May 2026 onwards.

Half day £40 (10-1 or 1-4)

£10 additional fee for lunch, no outside food may be brought in.

Most activities and refreshments are included in the price although some activities may require a small contribution.

If you receive a local authority direct payment or personal budget, you can use that towards paying to attend Connections. Ask for a social care needs assessment from Enfield Council: 0208 379 1001 and explain that you'd like to attend Connections Day Care. The council will determine whether you are eligible for a direct payment or personal budget which you can use to pay for your attendance at Connections.

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Get in touch for questions about block bookings, etc. We can offer up to 10% discount on block bookings, paid in advance.

### **Free Taster Sessions**

If you/your loved one is interested in trying out time at Connections, please speak to a member of our team and we'll book your "taster session". Our taster sessions are 3 hours in length and do not include lunch.

### **What if I need transport to come to Connections?**

We can help you to sign up for Dial-A-Ride or Taxicard services. If you do not qualify for either of these services, we can arrange a taxi to collect you and bring you home. This cost will be added to your attendance fee. E.g. if you attend Connections all day and require a taxi you will pay £75 plus lunch and the taxi fares which vary depending on where you live in Enfield.

### **Is the venue accessible?**

Yes, Connections is fully accessible and has facilities for comfort and safety.

### **What does Connections NOT provide?**

Connections is **not**:

- A medical or nursing care service
- A replacement for professional dementia care or residential care
- A transport service (though we can advise on options)
- A crisis or emergency support service
- We are currently not providing specialist Autism or Learning disability support.

### **Can I volunteer or support the club in other ways?**

Yes!

We welcome volunteers who want to help with activities, events, or general support. Please visit our website and complete a volunteer application form.