



Service User Guide (Supported Living)

September 2013*

* See Contents Page for Document Information

Oak Tree Care Services, Central House, 62 - 64 Bounces Road, London N9 8JS

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Document Information

Policy Managed By	Boulla Gregoriades
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Introduction:

Oak Tree Care Services is a Care Quality Commission (CQC) registered domiciliary care agency that has been providing accommodation, support and care services since 2001.

Our Supported Living service is aimed at adults aged 18 years old onwards who have an assessed learning disability, mental health and/or autism.

The Aim of Oak Tree Care Services is to:

- Provide the opportunity to maximise your potential and achieve life goals
- Support you to find your own home, if required, and deal with the associated tenancy processes
- Provide high quality care and support in your own home, involving you throughout
- Support you to sustain your tenancy and suitably maintain your home
- Provide the opportunity to be actively engaged in planning and influencing your daily life
- Provide a lifestyle that will enhance personal choice, achievement, independence, diversity, empowerment, personal rights and overall well-being
- Provide an environment of clear communication and where all individuals are valued
- Provide value for money services that are transparent, regularly assessed and relevant to your needs

Care Philosophy:

Oak Tree Care Services is committed to providing quality support and care that is personal and relevant to your individual needs.

We aim to provide a high standard of support by ensuring;

- Everyone has the chance to offer their ideas and feelings - we value all people
- You have the opportunity to maximise your potential
- That you are actively encouraged to contribute and be involved in the service content and delivery
- An on-going investment in our service, to maximise positive outcomes for you in your home

We believe in the individuality of people we support and hope to demonstrate this by:

- Understanding & respecting your rights
- Assisting you to meet your physical, psychological and emotional needs
- Listening to you and supporting your independence
- Encouraging your involvement in all decision making
- Promoting "your home, your say"
- Recognising and supporting equality and diversity
- Individual care and support planning
- Maintaining a person centred approach
- Encouraging and enabling empowerment and accessing advocacy services
- The recognition of personal achievement at every level
- Honesty and integrity
- The promotion of effective and appropriate support through staff development
- Supporting your rights to have your own personal beliefs

Support and Care ‘Services’ Available:

As part of our overall approach to meeting your support and care needs, Service Users may select from a variety of support and care “options” and we will work together to produce an effective person centered plan. Examples of services available include:

- Life skills development
- Support to register and attend education
- Identifying and locating suitable leisure activities
- Supported employment or day training
- Transportation
- In-home support workers
- Help in the pursuit of chosen religious worship
- Supervision of medication;
- Accessing benefits
- Assisting in registering with GP, dentist, etc;

Broadly speaking, delivering our overall approach to meeting your support and care needs will fall into three main groups:

1. Personal Skills
2. Domestic Skills
3. Community Skills

We will endeavour to involve you and the key people involved in your life, throughout the service we provide, to ensure that it meets your needs, your rights are always maintained and you achieve positive outcomes.

Value for Money:

We always aim to provide value for money services that are transparent, regularly assessed and relevant to your needs. We will ensure that you are aware of all/any costs of using/accessing our accommodation and services, before you even start using and/or accessing the service that we plan to provide you, following our initial needs and risk assessment and the information provided as part of the referral process.

These costs will include, but are not limited to; rent, utilities, support hourly costs and activities etc. all of which you will have a say in and be suitably informed of, in a format/process that is relevant to your ability and needs.

Your Rights:

We believe you have the right to be actively involved in the decisions that affect the way you live your life. We will support you to make informed choices on what you want to achieve and how to achieve it.

Medical Arrangements:

The Manager makes sure that you are registered with a G.P, Dentist and Optician etc. of your choice and that you benefit from health care according to your needs and wishes.

When needed, we can arrange the appointments for you and we will ensure, as best as possible, that you understand the outcome of the visit and any further action that may need to be taken, including changes and/or alterations to medication etc. and notify any relevant persons.

Access to Policies, Procedures, Protocols and Records:

Arrangements can be made for you to access relevant Policies, Procedures, Protocols and Records which apply to you and the service you are receiving. It can be presented in a format tailored to your need and understanding, for example on audio tape, large print, Braille etc.

You may also see what ever records we keep about you at any reasonable time. Access to your records is restricted for your privacy and confidentiality.

Advocacy:

We actively encourage and support you to manage your own affairs and decision making. If you are unable to exercise your rights to your best interests, an advocate may be appointed to speak and act on your behalf. The advocate may be a relative, friend or professional person etc. carefully selected to avoid the potential for conflict of interest.

Your Involvement:

We will consult with you using a range of methods to identify your, needs, requirements and wishes to make sure you get the best from the service, including:

One to One Meetings:

Meetings will take place in a location of your choice, where you may feel more comfortable to communicate in. This discussion can include absolutely anything you wish to talk about, enables your Support Worker to understand your wants and needs and gives you personal time to discuss any issues.

Assessments & Reviews:

These are solely based around you and your needs and plans for the future and it is your choice where this meeting will be held and who is present. Your Support Plan, finances, education, health, use of the service etc, will be discussed.

This is your opportunity to say how you want things done, what support you need to complete your goals and for you to discuss any issues or concerns you may have and how they will be resolved.

Shared Action Plan Reviews:

This review is solely based around you and your needs and plans for the future and it is your choice where this meeting will be held and who is present. Your Care Plan, Finances, Day Care, Leisure Activities, Communication, Service etc, will be discussed.

This is your opportunity to say how you want things done, what support you need to complete your goals for you to discuss any issues or concerns you may have and how they will be resolved.

Activity Meetings:

We will work together to identify areas of interest and enjoyment. Then we will research what is available and support you to make the final decision.

Your involvement in this is very important and you are consulted and included in all areas of planning and research.

Person Centred Planning

Once you have moved in and settled, we will start preparing your Person Centred Plan, if you do not already have one. This will require as much input as possible and may include consultation with others, such as your family, friends and professionals, as appropriate.

Staff

A Manager is responsible for the day to day running of all services and is also responsible for supervising, coordinating and ensuring that all staff is suitably qualified and receive ongoing training and support to ensure that they endeavour and are able to support you 24 hours a day.

Care Plans

A care plan sets out everything we know about you including your abilities, needs and what you want to achieve. Planning is essential to ensure that you benefit from the best possible care available. Once plans are implemented, they will be regularly checked, reviewed and changed when necessary.

The Registered Manager is ultimately responsible for care planning and the on-going reviews and changes.

Complaints and Compliments Procedure

If you are unhappy in any way at all, you are encouraged to tell us so we can do something about it. Complaints often provide an opportunity to do something better in future and as such this is considered one of our most important policies.

There is a process to follow when making a complaint and this is all detailed in the policy document.

We also want to know when we do things you like. When you make a compliment about our service and staff, this also helps improve our service because we can make sure we carry on doing what you like and we do well.

The Manager reviews all complaints, concerns and compliments on a regular basis to ensure they are satisfied with how it was treated and that any issues which we can do better in the future are put into place as part of our policy of continuous improvement.

A separate file/record is kept of any complaint or concern which can be inspected at any reasonable time on request as well as on any relevant support plan, personal file etc.

If our response fails to satisfy a concern; or you wish to commend our service and staff, you may write to our regulators, details on request.

If our response fails to satisfy a concern; or you wish to commend our service and staff, you may write to our inspectorate, the commission of Care Quality Commission (CQC);

National Correspondence,
Citygate,
Gallowgate,
Newcastle upon Tyne,
NE1 4PA

Telephone: 0300 061 6161
Email: enquiries@cqc.org.uk

Our Details

We are an accredited, experienced and long term provider of accommodation, support and care services that are relative to an individuals assessed needs. For more information, please do not hesitate to contact us:

Oak Tree Care Services, Central House, 62-64 Bounces Road, London N9 8JS

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Office hours are:

Monday to Friday: 9am to 6pm
Saturday: By appointment only
Sunday: Closed

The out of office hours "Emergency Only" number: 020 8803 2498