



# Service User Guide (Supported Living)

March 2018\*

\* See Contents Page for Document Information

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

Web: [www.ot-cs.com](http://www.ot-cs.com) Tel: 020 8884 5050 Email: [info@ot-cs.com](mailto:info@ot-cs.com)

# Contents

Section	Page
Introduction	3
Our Care Philosophy	3
Accommodation, Support & Care Services Available	3
Your Rights & Responsibilities	4
Medical Arrangements	6
How We Will Work with You	6
Access to Policies, Procedures & Records	7
Staff	7
Complains and Compliments Procedures	7
Our Details	8
Landlord	8

## Document Information

Policy Managed By	Anna Boochoon
Policy Implemented	June 2009
Last Review Date	March 2018
Next Review Date	March 2019

## **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 the Service Provider:**

- 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

For ease of reference, we'll refer to the company as the Service Provider for the rest of this document.

## **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

## Accommodation, 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.

Oak Tree Care Services offers a shared housing provision. This means that you will need to share several of the house’s facilities with other residents, including the kitchen, dining area and recreational areas. However, you will have your own private space for sleeping and hygiene and any other activities you do not wish or feel comfortable with others potentially seeing. This room will have a lock to which you will have a key; the only other key will be held by staff at the unit, which will be kept in case access to your room is needed in an emergency.

As part of our commitment to maximising your personal comfort and empowerment, you will be able to decorate your personal room and customise it to meet your requirements. We will assist you in doing so, including retaining any contractors and sourcing items that you do not have available.

## Paying for Your Accommodation

You will not need to pay rent during your stay with us. Accommodation with our service is paid through Housing Benefit or through the council department that placed you with us.

## Repairs to Your Room

We have made arrangements to carry out any needed repairs to your room using companies and tradesmen retained by the Landlord. If you need any work done to your room, please tell the staff and they will report the problem to the right people to arrange repairs

## Your Rights & Responsibilities:

### Your Rights:

- 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;
- You have the right to be treated with respect and dignity; any concerns or complaints you may have will be addressed promptly, transparently and without bias;
- You have the right to be safe in your own home. The Provider will not tolerate those who abuse Service Users in any way; if you have any concerns about violence or harassment directed towards you, you should talk to staff or, if you can’t to the Service Manager;

- You have the right to reasonable levels of privacy and self-determination. Where this does not impact on the safety of yourself and others, you do not need to give staff access to your room or participate in any activity that does not interest you. However, you should be aware that, should the staff have reasonable concerns about your safety, they may feel it necessary to enter your room without permission to ensure that you're okay. Similarly, if things you want to do may put others at risk or cause them unreasonable nuisance, the Service Provider reserves the right to refuse you permission to do them.

#### Your Responsibilities:

- Remember that you are in a shared house with other people living here; you should not cause nuisance to them by making noises, including loud music or turning up your TV so it plays loudly;
- Any violence, intimidation or harassment towards staff, visitors or other residents will not be tolerated and may lead to changes to your accommodation;
- Deliberate damage to any part of the house, including furniture, fixtures and fittings (like taps, electrical sockets and bathroom fittings) will not be tolerated and may lead to changes to your accommodation;
- Theft of or damage to anyone else's property will not be tolerated and may lead to changes to your accommodation;
- Whilst we understand that you may not always get on with your house-mates, you are required to settle any disputes amicably and without violence, intimidation or harassment. Staff will be glad to help you and your house-mates settle matters constructively but, if you break the rules, this may lead to changes to your accommodation, irrespective of who started the conflict;
- Discrimination, violence, harassment or intimidation against anyone on the basis of race, gender identity, sexual identity, age, physical condition or religion will not be tolerated and may lead to changes to your accommodation;
- Because of laws governing housing provisions such as this, no smoking is permitted anywhere in the building, including your private room. There are designated smoking areas in the garden areas; please ask staff if you need them pointed out to you;
- You are not allowed to have pets;
- You are allowed to have no more than two friends visit you in your personal room at any one time; if more than two friends want to visit, you and they will need to stay in the shared area of the house until they leave;
  - You are responsible for what your friends do; should they damage anything, bother anyone or cause any trouble (such as by taking something that does not belong to them), this will not be tolerated and may lead to changes to your accommodation;
  - Do not leave your friends in the house or in your room whilst you are not present;
  - You are not allowed to have your boyfriend/girlfriend come into your private room;
  - Any visitor **must leave by 10pm without fail;**
  - You are responsible if your visitors lose anything; the Service Provider accepts no liability for loss or damage to their property or injury they may suffer whilst in the house;

These rules apply to everyone who lives in the house.

Amongst the measures we may take if we are satisfied that you are breaking them are verbal and written warnings. Your social worker will also be notified.

#### 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.

### **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.

### **How We Will Work with You:**

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 with your support worker. 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.

#### **House Meetings**

Every month, we will hold a meeting at the house for everyone who lives there. Everyone is encouraged to attend as important matters about what we're doing over the next month and beyond will be discussed. This is also your chance to tell us about anything that worries you or you feel is wrong in a public setting that everyone can hear about.

#### **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.

#### **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.

## **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 way 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.

## **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.

## **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.

## **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.

There is a more detailed Complains and Compliments Policy; please ask staff if you need to read it.

## **Service Manager**

Ms Anna Boochoon  
Tel. No.: 020 8884 5050  
Email: [manager@ot-cs.com](mailto:manager@ot-cs.com)

## **Director**

Mr Steven Angeli  
Tel. No.: 020 8884 5050  
Email: [info@ot-cs.com](mailto:info@ot-cs.com)

If our response fails to satisfy a concern, or you wish to commend our service and staff, you may write to our inspectorate, the [Care Quality Commission \(CQC\)](#)

National Correspondence: Citygate, Gallowgate, Newcastle upon Tyne, NE1 4PA  
Telephone: 0300 061 6161  
Email: [enquiries@cqc.org.uk](mailto: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 individual's assessed needs. For more information, please do not hesitate to contact us:

Oak Tree Care Services, 127 St Mark's Road, Bush Hill Park, EN1 1BJ

Telephone: 020 8884 5050 (Head Office)  
020 8367 0760 (Unit Office)

Email: [info@ot-cs.com](mailto:info@ot-cs.com)

### Head Office hours are:

Monday to Friday: 9am to 5:30pm  
Saturday: By appointment only  
Sunday: Closed

Staff will always be available at the unit to speak to in the event of your needing help. If, for any reason, you cannot talk to the staff about your concerns, please contact the Service Manager at the telephone number given above.

## Landlord

The landlord is the organisation who owns the house and is ultimately responsible for keeping it in good order. If there are any problems with the house, you should ask staff to report the fault as they have the emergency contact details.

Andrew Stevens Limited, 127 St Mark's Road, Bush Hill Park, EN1 1BJ

Telephone: 020 8887 0777

Email: [info@andrew-stevens.co.uk](mailto:info@andrew-stevens.co.uk)