



SUPPORTED LIVING SERVICE
Anvil Court
Church Street
Abertillery
NP13 1DB

TEL: 01495 357706/357881

SERVICE USER GUIDE

Also Available in –
Large Print
Welsh Language
Audio Cassette

February 2016

BLAENAU GWENT SUPPORTED LIVING SERVICE

Welcome to our service,

I trust we will provide a service that, following your assessment, will meet your individual need.

You will have been introduced to your Support Staff by the Staff Team Manager, so will now know who will initially be supporting you. You will receive a visit from the Staff Team Manager within the first week of service and again some 6 weeks later in order to review how well we are meeting your needs.

This Service user guide explains about our service and hopefully will answer any immediate queries you may have. It also provides information which you may need to know in the future. Should there be any further queries or information you require, we are always available and how to contact us is also detailed in this guide.

We hope this guide will be useful to you, your relatives and friends.

Joanne Hawkins
Supported Living Manager

SUMMARY OF PURPOSE OF BLAENAU GWENT SUPPORTED LIVING SERVICE

Blaenau Gwent Supported Living Service is part of Blaenau Gwent County Borough Council Social Services Department, whose main office is Anvil Court, Church Street, Abertillery, NP13 1DB. The main office for Supported Living is however based at Abertillery Sports Centre in Abertillery.

The Supported Living Service has been in operation for three years and its main aim is to enable people with learning disabilities to live as independently as possible in their own homes. Following an assessment of need we provide the required service ensuring the Support Staff have the necessary skills, training and knowledge to meet an individual's need. New Support Staff receive comprehensive induction training prior to commencing as a Support Worker and then continue to follow a Social Care Induction Framework during their first months of working. Support staff are also actively encouraged to gain National Vocational Qualifications which assist them in gaining further skills and knowledge, which in turn improves the standard of support you receive.

Our established service ensures we promote independence and respect service user's rights to confidentiality, choice, dignity and privacy. We constantly monitor the standards of service we deliver and use this information to continually improve and develop services to meet the needs of the people of Blaenau Gwent. As a service user you will have your service reviewed periodically and will be asked to provide feedback on how well we are meeting your needs.

We aim to provide services to older people, people with learning/physical disabilities, sensory loss/impairment and people with mental health problems.

SUPPORTED LIVING STRUCTURE

Responsible Individual

Mark Morris



Registered Supported Living Manager

Joanne Hawkins



5 Staff Team Managers

Maria Barnsley

Gillian Harris

Maria Doorhof

Kim Dyer

(Each STM has responsibility for a property as well as supervising and planning Support staff's work)

Staff Team 1	Staff Team 2	Staff Team 3	Staff Team 4	Staff Team 5
13 Support Workers	7 Support Workers	7 Support Workers	7 Support Workers	7 Support Workers
STM - Kim Dyer	STM - Maria Barnsley	STM - Maria Doorhof	STM - Maria Barnsley	STM - Gill Harris

1 Administration Support Staff

Tracy Wilson

All members of the Supported Living Team either hold, or are working towards, the required qualifications for their post.

HOURS OF OPERATION AND EMERGENCY CONTACT

The Supported Living office is open from 9 am-5 pm. A duty officer will be available between these hours to deal with any issues/concerns you may have. After 5 pm you will need to contact the Staff Team Manager who manages the staff team that supports you. You will be given their contact number upon services commencing.

CHARGE FOR SERVICE PROVISION

Blaenau Gwent County Borough Council operates a charging and method of payment policy. This will have been explained to you when the Social Worker assessed your needs.

Any queries regarding Supported Living charges should be made to –

Social Services Department
Finance Section
Anvil Court
Church Street
Abertillery

Tel No: 01495 355276 / 355676 / 356069

INSURANCE COVER

The Council has Public and Employers Liability cover and details of our insurers can be given, if required, by contacting our office in Abertillery Sports Centre.

SUMMARY OF SERVICES WE CURRENTLY PROVIDE

The Social Worker will identify which aspects of our service you currently require support with, but as people's needs change it is good to know what support we do provide, should you require a re-assessment of need.

PERSONAL CARE

Supporting Service Users with:-

- ◆ Bathing
- ◆ Strip-washing
- ◆ Washing hair
- ◆ Toileting
- ◆ Dressing/Undressing
- ◆ Getting up/Putting to bed
- ◆ Changing incontinence pads
- ◆ Transfers – i.e. lifting equipment, such as hoisting
- ◆ Eating
- ◆ Supervision of medication – prompting and where identified as a need, administering, following training and supervision from district nurse
- ◆ Applying Creams/ointment – following training and with supervision from district nurse

DOMESTIC

Support Service Users with:-

- ◆ Household cleaning
- ◆ Bed Changing
- ◆ Bed Making
- ◆ Refuse
- ◆ Securing Property

LINEN

Support Service Users with:-

- ◆ Laundering – bed linen
- ◆ Laundering – personal clothes
- ◆ Ironing
- ◆ Incontinence washing – certain types

SOCIAL CARE

Support Service Users with:-

- ◆ Shopping
- ◆ Essential correspondence for tenants
- ◆ Contacting friends/family
- ◆ Getting ready for Day centre/appointments/social events etc
- ◆ Psychological support
- ◆ Budgeting finances
- ◆ Monitoring and reporting change to Staff Team Manager/
Supported Living office

FOOD

Support Service Users with:-

- ◆ Preparing breakfast/lunch/tea/snacks
- ◆ Cooking meals
- ◆ Provision of hot/cold drinks

MONEY

Support Service Users with:-

- ◆ Main Shopping
- ◆ Odd items of Shopping
- ◆ Collection of Prescriptions
- ◆ Collection of benefits
- ◆ Managing finances e.g. paying bills
- ◆ Managing Tenancy Agreements

SPECIALIST TRAINING

There are support staff who have received further training who can work with Service users who require more specialist assistance, for example someone with a Mental Health problem or who's behaviour challenges.

WHEN CARE MAY CEASE AND HOW THIS WILL OCCUR

- ◆ A Service user's circumstances could change, if this happens either the service user and /or Advocate, or when the care is reviewed by a Staff Team Manager or Social Worker, a decision could be made to terminate the service. All parties involved will agree a termination date.
- ◆ A service user and/or Advocate may decide that they would prefer to have support from a private agency, so can contact their Social Worker to make this request. All parties involved will investigate the issues and where appropriate agree a termination date.
- ◆ Should a service user continually verbally or physically abuse the support staff, following investigation, it may be necessary to terminate the service. (This would be in extreme circumstances) Again all parties involved will be aware of the reasons behind the termination and will agree a date to terminate service, usually within one month.

SHOULD THE SUPPORT STAFF BE ILL

If you're usual Support staff are sick we would arrange for other support staff with the appropriate skills and knowledge to provide your service to you. You would be informed of the names of the Support Workers who would be covering. We do not send support staff to provide a service who are not employed by ourselves.

DAILY RECORDS

Support staff are required to complete and sign daily records at the end of each shift. This serves as a record and also informs the Staff Team Manager and other Support staff of any issues.

EXPRESSING YOUR VIEWS

As a service user you would have your service reviewed on a regular basis by your Staff Team Manager and as part of this review you are invited to give feedback on how you view the service we provide. Our Support Staff are also regularly monitored by the Staff Team Manager whilst carrying out their duties, so you can also feedback at this point.

We also send out a service user questionnaire once a year and would appreciate it if you could complete this as this assists us in analysing how well we are meeting your needs.

HEALTH & SAFETY

When a new service user commences service a Personal Support Plan is completed, part of which is a Risk Assessment. It is important to remember that as well as it being your home, it is also a Support Worker's workplace, so we have to ensure that any risk is investigated and where appropriate, measures put in place to minimise risk. A copy of the Risk Assessment is kept in your home as part of your Personal Support Plan, so is available for all concerned to read.

Should a Support Worker, or indeed yourself and/or Advocate, identify a new hazard or risk, then it should be reported so that it can be investigated. There may for example be an issue with Moving and Handling and this is where we may require assistance from our Occupational Therapy Team. The Occupational Therapists are State Registered with the Health Professional Council and can help, advise and provide any necessary equipment.

Our Occupational Therapy Team can be contacted on 01495 310254

SMOKING

I am sure you are aware of the new Smoking Legislation that came in to force on 2nd April 2007. Although this new Legislation does not apply to domestic settings we would like to respectfully request you, or any family or friends, do not smoke whilst our Support staff are providing service to you.

I am sure you understand that as an employer we have a duty of care to our Support Staff and as such want to ensure they are working in as healthy an environment as possible.

I would be grateful if you could adhere to this request, however, should you have any concerns or wish to discuss this further please contact your Staff Team Manager or Joanne Hawkins on 01495 356038.

COMPLAINTS PROCEDURE

- ◆ In the first instance, please contact your Staff Team Manager who will try their best to resolve the matter.
- ◆ Should the issue remain unresolved, please contact Mrs Joanne Hawkins, Support Living Manager. Joanne is based at Abertillery Sports Centre, Alma Street, Abertillery and can be contacted by telephone on 01495 336038.
- ◆ Should the complaint still not be resolved to your satisfaction, please contact Mr Mark Morris, Service Manager. Mark is based at Anvil Court, Abertillery and can be contacted by telephone on 01495 354619.
- ◆ If the complaint remains unresolved, you may write to or telephone the Complaints officer, who can be contacted at Anvil Court, Abertillery – Telephone No. 01495 355264. Should you pursue this formal complaints procedure, there are set timescales for each stage of the process.
All complaints will be investigated within 28 days.

Blaenau Gwent County Borough Council's "Rights to Complain" information leaflet along with complaints and compliment leaflets can be found at the back of this document.

In the event you may wish to make a complaint or need further information on your rights, you can contact one of the following organisations –

Care and Social Services Inspectorate Wales (CSSIW)
Welsh Government
Rhydycar Business Park
Merthyr Tydfil
CF48 1UZ

Telephone: 0300 062 8888
Fax: 0300 062 8548

Local Health Group
16a Market Square
Brynmawr
NP23 4AJ

SOURCES OF ASSISTANCE

Abertillery Social Services Office

(Including Community learning Disability)

The bridge Centre
Abertillery. NP13 1BQ
Tel: 01495 322660

Brynmawr Social Services

(Including Supporting People & Occupational Therapy)

107-110 Worcester Street
Brynmawr. NP23 4JP
Tel: 01495 313808 or 01495 310254

Ebbw Vale Social Services

(Including Home Care and Children & Families Teams)

7 bridge Street
Ebbw Vale. NP23 6EY
Tel: 01495 350555

Mental health Care Team

(Adult Services)

Lyndhurst
Eureka Place
Ebbw Vale. NP23 6PN

Mental Health Care Team

(Elderly Services)

Ysbyty'r Tri Chwm
College Road
Ebbw Vale. NP23 6HA
Tel: 01495 353200

C2BG

This provides access to all Community Service Departments
01495 315700

TERMS AND CONDITIONS UPON WHICH PERSONAL CARE IS TO BE PROVIDED TO SERVICE USERS

Overall Care and Services

You and /or Advocate will be informed by the Social Worker what services are available to meet your needs. They will then agree with you what support is to be provided. You will be given the Statement of Purpose for the Supported Living Service provided by Blaenau Gwent County Borough Council.

Health

1. The out of hours General Practitioner (GP) cover is usually arranged by the “Gwent Urgent Primary Care (GUPC)” doctors on call service.
2. You are encouraged to administer your own medication. In certain circumstances, providing there is an assessed need, Support staff will assist with medication.
3. In the event of your needs changing beyond the care and support which can be offered by our service, a meeting will be held with all parties concerned to discuss alternative arrangements.

Charges and Finance

Once you have been assessed as requiring Supported Living support a financial assessment will be undertaken by the Social Worker. They will then inform you of the fee payable and whether you are eligible for support to meet these charges.

Gender Issues

At present we do only have a few male members of staff. Should you particularly wish to have a male member of staff to assist you then please speak to your Staff Team Manager who will attempt to facilitate this?

Disclosure of Information

1. All information held by the Social Services Department, in connection with service users, is strictly confidential. Disclosure of information concerning a service user (or information by which a service user may be identified) is a breach of confidentiality. Should you so wish you are able to access your own records?
2. There is no automatic entitlement by Councillors to information about individual service user. Strict guidelines are present which control the extent of such access.
3. We have a duty in law to disclose information to the Police when it is requested through the proper channels and with colleagues in Health providing the information request falls within the Agreed Information Sharing Protocol.
4. All data sharing and disclosure of information about service users must conform to the Human Rights Act and to the Data protection Act.

Staff

All staff within the Supported Living Service will have received a thorough induction prior to commencing work. Staff are also encouraged to train to NVQ Standards as well as attend regular training courses.

Rights and Obligations

Recording

A record of daily events for each service user is kept within each service user's Personal Support Plan. This is kept in the service user's home and should be available to all Supported Living Staff. As the record sheets are completed they are put on the service user's file in their home & then decanted into the service user's file in the Supported Living Office. These files are kept securely in a locked cabinet to ensure confidentiality.

Reviews

1. Approximately 6 weeks following the input of your service a review will be held. This will assist in ensuring your needs are being met, any changes necessary can be made, and that the service is the quality you require.
2. Should there be any problems from your point of view, or from ours, this will give opportunity to resolve any issues.
3. Should there be an issue which required addressing, such as health or behaviour difficulties, all parties involved would participate in a review to ensure the best outcome for all concerned. Consideration would be given to circumstances surrounding a service user's care and should it be necessary to terminate the service an appropriate timescale for this would be agreed.

General Information

1. Smoking issues can cause a problem and we would request that service user's show consideration for the fact that although it is their home, it is also Support staffs place of work. It would be appreciated if service users, their family and friends refrained from smoking whilst Support staff are providing a service.
 2. All tasks undertaken will be assessed for risk. Should there be any hazards or risks identified which need addressing you will be consulted to ensure the hazards and/or risks are either minimised or eliminated. Wherever possible safeguards will be sought in order to allow the activity to be carried out.
 3. There are service user group meetings which you will be invited to attend and these will give opportunity for you to feedback on our service.
 4. Individual gifts to staff cannot be accepted.
 5. A copy of the Statement of Purpose, the complaints procedure and any other relevant information will also be made available to you.
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Dear Service user,

Please could you sign below to say you have received and agree to the terms and conditions detailed within the Service user Guide.

Name:

Address:

I have received and accept the terms and conditions.

Signature Service User

Signature Staff Team Manager