

The Northam Care Trust

Offering Choices, Supporting Outcomes

January, 2021

Easy Read Service Guide

Supported Living
Enabling Support
Personal Care



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Introduction



This guide gives you information about The Northam Care Trust supported living and enabling support services, including personal care.



We can give you the support you need when you need it. We can help you with your direct payments or personal budget if you want. We also offer a replacement care service so you can stay at home when your family is away.



We will work with you to assess your needs and help to write a plan for your care and support.



You can phone us at any time if you want to talk about your care or support.

Aims



We want you to live as independently as possible in your home.



The Northam Care Trust is committed to:

- Working with you and all the people who support you to make a plan which explains what you want.
- We help you to live independently.
- We are flexible.





- We Keep your personal information confidential.



- We keep you safe.



- Working well with other people who support you.



- We are polite and have good manners.



- We improve the quality of our staff through training and choosing the right people.

What we believe in



We believe that each person that we support has the right to be:

- Treated as an individual person.
- Supported by people who understand their needs.
- Treated the same as everyone else.
- Respected for their age, disability, gender, gender orientation, race, culture, religion, spiritual beliefs or sexual orientation.
- Helped quickly with health and support needs.





- Safe from harm and abuse.



- Encouraged to make choices.



- Involved in decisions about them.



- Given privacy.



- Given the time to think so they can make their own choices.



- Able to make a complaint. We have an easy read complaints form available.

Our Services



We provide care or support services to people in their own homes, the family home or a shared home.



We specialise in supporting young people and adults with:

- Autism
- Learning and physical disabilities
- Mental health problems
- Challenging behaviour



We can also support adults who have long term health needs or disabilities including dementia.



We provide these services in a way that helps people to be more independent:

- Help with dressing and getting in and out of bed.



- Help with keeping clean.



- Helping people to have a healthy lifestyle including food, shopping and exercise.



- Help with health matters.



- Help with keeping the home clean.



- Helping people to make choices and take risks.



- Going with people to social or leisure activities.



- Dealing with personal affairs.



- Looking after money.



- Going on holiday or trips.

Diversity



The Northam Care Trust's equal opportunities policy states:



All people shall be treated equally, regardless of their age, gender, gender orientation, ethnic origin, nationality, colour, religion, marital status, sexual orientation, disability, or background.



Our support workers



We are very careful when we choose new support workers.



We only want workers who are honest and able to do the job well.



We will give them all an interview and check what their previous employer thought of them.



We also check that they have not been in trouble with the law through an Enhanced Disclosure and Barring Check (DBS).



All our support workers have to pass our training programme.



All workers have to follow our policies and rules.



Many people like to get their support from the same person. We try to make sure this happens, but sometimes your worker will be on holiday or off sick and we will find you a different worker.



We will try to follow your wishes around the sex of your support worker.

Assessment



Health and Safety

Before we start working with you we will carry out a health and safety assessment of your home.



Your needs

One of our managers will meet with you, and anyone that you want, to ask about what care and support you want.



Meetings

We will meet with you every month or at a period of time which is best for you.

Quality



We aim to give you a quality service to the highest standards.



Every six months we will ask you what you think about the quality of our service.

Independence



We want you to be as independent as possible. We will encourage you to be more independent by:



- Listening to you when we plan your care and support service.



- Giving you choices around how often and which days and times you are supported.



- Listening to you when we review your care service.



- Helping you to have control over your own money.



- Helping you to look after your own personal care rather than doing it for you.

Keys



You can decide how our support workers enter your home. If you let us have a key we will ask you to fill in a form and we will give you a receipt

Supplies and equipment



You are responsible for buying any equipment and cleaning materials that our support workers might use.

Refusal / Withdrawal



We may refuse to provide support where:

- The health and safety of the support worker is at risk.
- The support worker has received threats of violence.
- The support worker has received any form of abuse.



Cancellation



You must tell us one week before hand if you want to cancel your support or change your hours from The Northam Care Trust. Personal care services only require 48hrs notice.



You must tell us 1 month before hand if you want to stop the whole service for ever. Personal care service only require 14 days notice.

Fees Payable



The fee that you have to pay will be written in the care plan. Fees should be paid every four weeks. There is no VAT.

Other Charges



You may also have to pay travelling expenses. These will be written down.

Insurance



The Northam Care Trust has insurance cover for Public Liability and Employer's Liability.

All our care and support workers are covered by our own Professional Indemnity Insurance.

Hours



The Northam Care Trust works 24 hours a day, every day of the year.

Our office is open from 8:30am to 5:00pm.



If you need to contact us outside office hours please call the on call service on.....

Keeping Safe



Our support workers know that they must make sure that you and your home is safe and secure at all times.



All our workers will have an identity card when they work. This will include:

- A photograph of the worker.
- The name of the worker in large print.
- A telephone number for The Northam Care Trust.
- The address of The Northam Care Trust.



Our support workers will have been trained in the correct way to get into your home.

Moving and handling people



The moving and lifting of people causes many injuries every year. We think about the needs of the people we support and the needs of the support workers.



Our policy is:

- Our workers are not to do anything that puts them or the people we support at risk.
- We will listen to and respect the way you want us to help you.
- We you be independent and in charge as much as possible.



We will carry out an assessment around moving and handling so we can agree a safe way to do it.

Medicines



We want you to be as independent as possible but if you need help with your medication we can give it.



You will help us to write down some strict rules about how you want to be supported with your medication.



Our workers have to stick to these strict rules and will not be allowed to change them.

Control of infection



Our workers will try to prevent the spreading of disease by:

- Washing hands.
- Using protective clothing.
- Handling needles and anything sharp very carefully.
- Dealing with spills properly.



Confidentiality



We will respect and look after your personal information at all times.



We will give you our statement on confidentiality. This document explains:

- How we look after your personal information.
- When we need to pass on your personal information
- The times when we have to ask your permission to pass on your personal information.



Gifts



Our workers must not ask for gifts.



We don't encourage you to give our workers any gifts.



Our workers are not allowed to help you to make your will.

Money



We encourage you to be in control of your money.



If you need some support with your money we will do it in a way that you can understand and trust.

Complaints



We welcome complaints and your ideas about how we can improve our service.



Any complaint will be investigated as explained in our complaints procedure.



We have an easy read version of the complaints procedure.

Privacy and dignity



Our workers must keep to the adult social care Code of Conduct which says that everything they do should be:



- As you want.



- Done in a way that you feel valued.



- Protect privacy and dignity.



- Promote respect between the support worker and you.

Protection from abuse



Abuse is when somebody does something to someone else which causes harm or distress.



The Northam Care Trust is committed to preventing abuse by:

- Making sure all our workers respect and value people.
- Making sure we employ the right people and checking that they have been good workers in previous jobs.
- Encouraging you to have an advocate who is independent and can help you voice opinions.
- Understanding the rights of service users.





- Making sure everyone knows how to make a complaint.



- Having regular reviews.



- Training our staff in how to prevent abuse.



- Taking action if anyone thinks there may be some abuse.



- Supervising our workers properly.



- Encouraging you and our employees to speak out.

Records

We will have daily records in every home where we support someone. This will include:



- The name of the person we support.



- The time and date of every shift and the support provided.



- Any help with medication given.



- Anything that has been done with your money.



- Information about any change to the your circumstances.



- Any accident or near miss.



- Any incidents.



- Any other information that will help other support workers.



- Your advocate and your family will be able to see these records.

Support Workers' safety



The Northam Care Trust are responsible for the safety of their support workers.



We will give our support workers training about how to work in a safe way.



You will be responsible for the condition of the place of work and must keep to agreements around safe ways of working.

Inspections



The Northam Care Trust will be inspected from time to time by the Care Quality Commission (CQC). You can ask for a copy of the latest CQC report.

Contact Information



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