



StepsAhead

CARE & SUPPORT



Easy read service user guide

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Introduction



This guide gives you information about **Steps Ahead Care and Support**.



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 respite home 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.

Steps Ahead Care and Support is committed to:



- Working with you and all the people who help and care for you to make a plan which explains what you want



- Helping you to live independently



- Supporting you in a way that respects you, your home and your way of life
- Being flexible



- Keeping your personal information confidential



- Keeping you safe



- Working well with other people who support you



- Being polite and have good manners



- Improving 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

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:

- Brain injury
- Learning disabilities
- Mental health problems
- Emotional or behaviour problems



We can also support young people and 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.



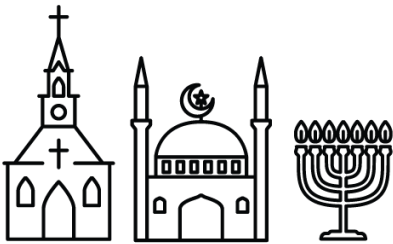
- Going on holiday or trips.



- Help children and young people at school.

Diversity

The Steps Ahead Care and Support
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.

We will stick to this policy at all times.



Our care and support workers



1. Interviewing

We are very careful when we choose new care and 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).



2. Training

All our care and support workers have to pass our training programme.

All workers have to follow our policies and rules.

3. My usual worker



Many people like to get their support from the same person always. 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 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 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 beforehand if you want to cancel your support or change your hours from **Steps Ahead Care and Support**.



You must tell us 3 months beforehand if you want to stop the whole service for ever.

Fees Payable



The fee that you have to pay will be written in the care plan. Fees should be paid every week.

There is no VAT.

Other Charges



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



There are higher rates for work on Bank Holidays.

Insurance



Steps Ahead Care and Support has insurance cover for public liability and Employer's Liability of £10m.

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

Hours



Steps Ahead Care and Support works 24 hours a day, every day of the year.

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



If you need to contact us outside office hours please call the on call service on **01752 547257**.

Keeping safe



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



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

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 **Steps Ahead Care and Support**
- The date that the card was issued and the date it runs out.



Moving and handling people



The moving and lifting of people causes many injuries every year. We think about the needs of the service user and the needs of the care worker.



Our policy is:

- Our workers are not to do anything that puts them or the service user at risk.
- We will listen to and respect the way the service wants us to help them.
- We will help people to 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 **Steps Ahead Care and Support 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.

Service user's 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 our **Code of Conduct** which says that everything they do should be:



- As the service user wants



- Done in a way that the service user feels valued



- Protect privacy and dignity



- Promote respect between the care worker and service user

Protection from abuse



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



Steps Ahead Care and Support is committing to preventing abuse to service users 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 service users to have an advocate who is independent and can help them to speak up.
- 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.

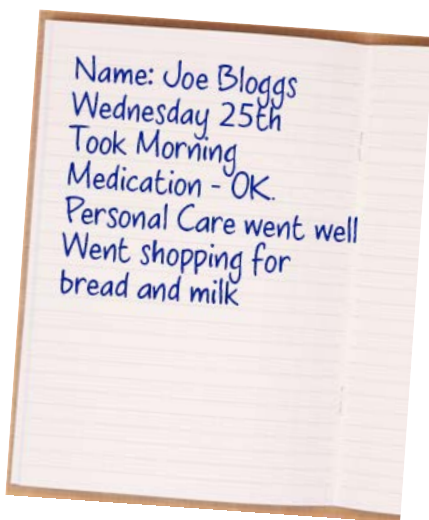


- Encouraging our employees to speak out.

Records



We will have a **Daily Progress Report** in every home where we support someone. This will include:



- The name of the service user

- The time and date of every shift and the services provided



- Any help with medication given



- Anything that has been done with the service users money



- Information about any change to the service user's circumstances



- Any accident or near miss



- Any incidents



- Any other information that will help other support workers



The service user their advocate and their family will be able to see these reports

Worker's safety



Steps Ahead Care and Support are responsible for the safety of their workers.



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



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

Inspections



Steps Ahead Care and Support 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



Care Quality Commission (CQC)

National Correspondence
City Gate
Gallowgate
Newcastle Upton Tyne NE1 4PA



Tel: 03000 616161



Website: www.cqc.org.uk



Adult Social Services

Adult Social Services
Plymouth City Council
Plymouth
PL1 3BT



Tel: 01752 668000



Website: www.plymouth.gov.uk



Northern, Eastern and Western Devon
Clinical Commissioning Group

Duty Officer Clinical Commissioning Group

NHS Northern Eastern and Western Devon
Clinical Commissioning Group
Newcourt House
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