



Steps Ahead

CARE & SUPPORT



About Steps Ahead Easy Read

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About Steps Ahead Care & Support Limited



Steps Ahead Care & Support Limited provides high quality care and support staff to people who need some support to live.



We choose the right staff to work with you taking account of:

- Your personality
- Your interests
- Your well-being
- The things that you want for yourself.



We find out what you want from:

- Your assessment



- Working with you on your Person Centred Plan



- Getting to know you better as we support you



Steps Ahead Care & Support is managed by **Christine Holdsworth**, who is the Registered Manager and has over 15 years experience in Health and Social Care.

Our aims

Steps Ahead Care & 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



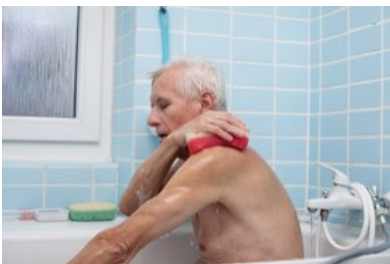
- Able to make a complaint

Our services

We can support you with:



- Help with doing things around the home



- Personal care - like keeping yourself clean



- Specialist Care



- Respite services at home

Who will we work with?



We will work with anyone who needs some help with daily living.



You can contact us yourself - or you can contact us through a friend or a professional organisation.



We will be able to support you if:

- Your needs have been assessed and agreed



- The support that you need is the sort of support that we provide



- We have staff with the skills and experience to support your particular needs

We work with young people and adults:



- With a brain injury



- With learning disabilities



- With Mental Health problems



- With emotional and behaviour problems



- Whose behaviour is difficult and challenging



- Who need respite at home



- With long term medical conditions



- Who need to recover after coming out of hospital



- Who have a terminal illness and are not likely to get better



- Who have many complicated needs

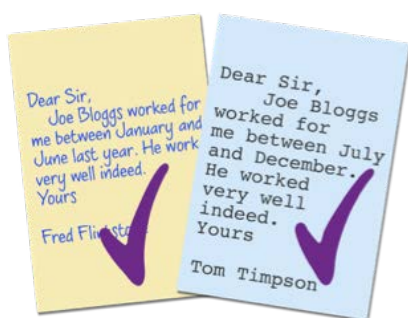


- With physical disabilities

The skills of our staff



We only give a job to people who have the skills, education and experience needed.



We check each person who wants to work for us by:

- Contacting 2 previous people who have given them a job
- Getting a DBS check which shows if they have ever been in trouble with the law



All staff must complete the Steps Ahead Care & Support induction training.



All staff must have completed either

- An National Vocational Qualification (NVQ) in Health and Social Care or
- Started on a Qualification Credit Framework (QCF) Diploma in Care



Staff may need to have some other certificates - like First Aid. These must be kept up to date.



Our support staff have a one-to-one meeting with their manager every 8 weeks and a yearly appraisal meeting. This is to look at how well the member of staff is doing their job.

Complaints and suggestions



We have a clear way of dealing with complaints. There is a separate document all about this.

Registered provider



Steps Ahead Care & Support Limited
City Business Park
Somerset Place
Stoke
Plymouth
PL3 4BB

Registered manager



Miss Christine Holdsworth

Qualifications and Experience:

- ✓ NVQ 4
- ✓ Registered Managers Award
- ✓ 15 Years experience in Health and Social Care

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