

BUILDING BRIDGES

SERVICE USER GUIDE

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BUILDING BRIDGES is a Registered Home Support Service for people with learning disabilities.

BUILDING BRIDGES is a part of DGSM yourChoice., and has its office in the centre of Dartford, Kent, close to all of the local amenities including the railway station and the local bus routes.

BUILDING BRIDGES is a service for people that live in their own homes who want to receive extra support to increase their independence skills.

OUR STATEMENT OF PURPOSE.

A copy of this can be collected from our office or sent to you in the post.

The Statement of Purpose sets out the:

- Aims and objectives of the service.
- The type of services that we provide.
- The details of the company and the people that run it.
- The information about the staff team.
- The way to complain or make comments.

OUR AIMS AND OBJECTIVES.

1. To design and develop a support plan that is person centred so that people can have more independence and choice.
2. To use the support plans for 6 months then make sure that they are what people want.

3. To make sure the staff are good at their jobs and get the training that they need.
4. To make sure that the service is what people want and is good value for money.

OUR PRINCIPLES.

All people have rights, opportunities and responsibilities.

The aim of DGSM yourChoice is to ensure that people with learning disabilities can:

- Exercise their rights
- Use their opportunities
- Understand their responsibilities

The Company will ensure that people have adequate support in order to achieve these aims and will apply the following core values to all its services:

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Choice

To be given easy access to information with the chance to choose, in an informed way, from a range of options.

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Dignity

To be respected as a valued person with individual and personal needs.

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Potential

The chance to work towards personal goals and dreams in all aspects of daily life, in a caring, safe and supportive atmosphere.

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Privacy

The right to confidentiality, personal space and time.

Self-determination

The chance, resources and support to make decisions with a full understanding of the risks.

SERVICE USERS RIGHTS.

Choice.

People have a choice about every part of the service they receive,

1. Visits at a time and place that suite them.
2. Staff team members that they would like to be supported by.
3. The way that the service is provided.
4. The way that their independence is supported.
5. The way that the reviews process is arranged.

Dignity.

Peoples individuality and the way that this is respected.

1. Staff members of the same gender and similar age for people that need support with personal care.
2. Making sure people are supported to achieve their own style of dressing and grooming.
3. Encourage people to have confidence in their own skills and to try new activities.

Potential.

Peoples goals in life and where they see themselves in the future.

1. Support people to keep contact with their family and friends.
2. Encourage people to look for work that suits them and that they are happy with.

3. Help people to be as independent in their own lives as possible.

Privacy.

People's choice of what others are to know or see about them.

1. Staff will only come into people's homes if they want them to.
2. Staff will make sure that the persons support plan is kept in a safe place and is not talked about with others unless it is agreed by the person that they do.
3. People will not have to have staff come to them if they want to do other things, they can change the appointments when they wish.

Self Determination.

Peoples chance to take risks and make choices with understanding of the consequences.

1. Discuss life choices and their risks with people.
2. Help people understand the consequences of their actions
3. Support people to understand risk and lower its effects.

SERVICES THAT WE PROVIDE.

Building Bridges will provide:

- Personal care
- Skills training
- Support with daily living skills
- Support to contact other people that can help
- Leisure activities

We are available to support people 24 hours per day, 7 days per week and 52 weeks per year.

PEOPLE THAT WE WILL WORK WITH.

Any adult, over the age of 19, that has a learning disability, who may also have:

- Health care needs,
- Physical disabilities,
- Sensory disabilities,
- Behaviours that other people find challenging,
- Children of their own.

HOW WE WORK WITH PEOPLE.

If you were to ask us for support, this is what we would do:

1. Take your referral.

This may be from you, your family, friend or your Care Manager/Community Nurse.

The person that contacts us will be asked for some information about you which we will keep confidential.

We will discuss your needs and make sure that we can support you properly, then we will make an appointment to visit you in your home.

2. Assessing your needs.

If your Care Manager or Community Nurse referred you to us they will have given us your core needs assessment.

If you referred yourself or your family or friends called us we won't have this important information. This does not matter as we will come to visit you to complete our own assessment of your needs. The person that visits you will be the Building Bridges Manager, Theresa Chambers.

When we visit for the first time we will ask you lots of questions about yourself and your likes and dislikes – we want to make sure that the service you receive is the service that you want.

3. Risk Assessment.

Having staff come to your home for some time each day of week is not the same as someone being with you all the time, so being independent has some risks for everyone.

We will do a risk assessment with you to talk about the things that you find difficult and try to make them less difficult for you to cope with or stop them from happening at all.

4. Support Plan.

We will complete a support plan with you that helps us to make sure that the work that we do with you is what you need and want.

It will have a lot of detail in it about what support you need, how this is to be arranged and who else is going to be there to support you with other things.

5. Reviews.

Over time you will be more independent and need less support or different support.

This is a good thing as it shows that all your hard work has been worth while.

So that everyone can make sure your support is right for you, you will have a review every 6 months.

This will be your meeting; it is up to you who you invite, where it is held and to talk about yourself.

You do not have to wait for your review to talk about things; you can do that at any time with anyone that you like.

TERMS AND FEES.

Everyone that has support from Building Bridges will have a contract with us.

This sets out who is to do what and when.

It describes the support that people are to receive and the way that this will be done.

It will also say who is to pay for the support, how much it is and how the payment is to be made. If a Care Manager has made the referral and funds the person they will pay for the support.

If a person gets direct payments they will be helped to really understand the cost of their support and the best way for them to pay for this.

COMPLAINTS AND COMMENTS.

Building Bridges wants to make sure that people get the service that they need.

We welcome all comments, complaints and suggestions from people as this helps us to make the service better for people.

People should talk to anyone at any time about their service, this might be the support worker, the Manager or someone else like a family member or advocate.

The Complaints procedure for the service is at the back of this booklet.

QUALITY ASSURANCE.

This is a way of collecting information from people that know the service about the service.

We do this to help us make the service better.

People will be asked to talk about their service regularly and staff will be seen by the Manager regularly.

Every year at least, people will be asked to fill in a survey about the service that they get from Building Bridges.

POLICIES AND PROCEDURES.

Any type of support service needs to have rules for staff and information to help everyone understand what is going on, these are the company policies and procedures.

There are lots of these, so a list of what they cover is:

- Statement of Purpose and the information about the company.
- The way that we select and arrange the staff.
- Staff contracts and job descriptions.
- The range of services provided.
- Health and Safety.
- Quality Assurance.
- Confidentiality.
- Equality and Diversity.
- Dealing with Emergencies and accidents.
- Adult Protection.
- Medication,
- Handling money and other Financial Matters.
- Keeping Information, keys and Money for Others
- Dealing with Challenging Behaviour.
- Complaints.
- Staff Discipline and Conduct.
- Staff Training and Development.

Anyone can see any of our policies and procedures at any time or can have a copy to keep, just ask the Manager to arrange it.

Review Date – 10.09