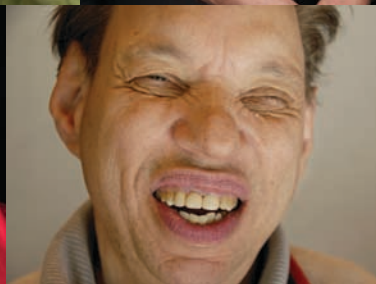
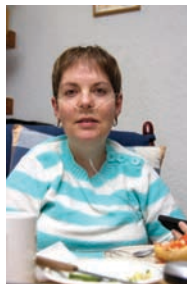


PASSION for SUPPORT

Delivering care in Yorkshire



Customer Guide

Freedom, Choice & Partnership – *a new way of delivering support services for adults*



“Contents”



The Principles that underpin our service



Aims and Objectives



Personal Assistants



Personal Support Plan



Risk Assessment
Review Process
Quality Assurance



Referral Process
Agreements & Payment Arrangements



Compliments & Complaints
Operational Policies & Procedures



Cancellations & Charges
Future Developments

Introduction

Passion for Support has been developed to provide individualised care and support services for people living in their own homes.

As a company we provide a range of innovative support services that offer our customers choice, flexibility and control in their lives. Our aim is to deliver person-centred, individualised and seamless services that support our customers to maintain their independence and improve their overall quality of life.

We specialise in recruiting, training and managing Personal Assistants (PA's) to work with our customers. To ensure quality of the services, all of our PA's receive an extensive induction programme, and we offer them a wide range of training and continual professional development opportunities throughout their career with us.

We work in partnership with Local Authorities to support the development of new services and delivery approaches for people that are eligible for individualised packages of support through the Individual Budgets and Direct Payments scheme.



The principles that underpin our service

Independent Living

Innovative support to enable people to live within their own homes in the way they choose.

Self-Determination

Enabling individuals to have the freedom to make decisions about the services they access and ensuring that those services truly reflect their interests and preferences.

Citizenship

promoting autonomy and responsibility, increasing the capacity of individuals to manage their own lives.

Accountability

Being accountable to our customers, making the best use of resources, tailoring services to individual need, maximising potential and improving quality of life.

Dignity and Respect

Ensuring that our customers individuality is respected and preserved, privacy is maintained and confidentiality and dignity are safeguarded.

Aims and Objectives

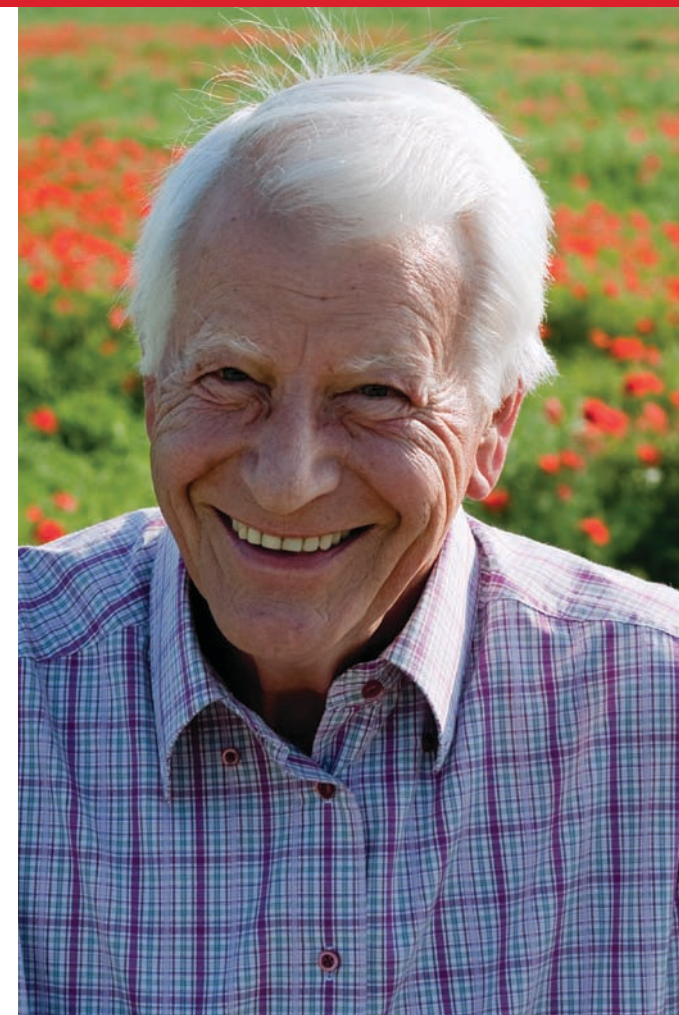
- High quality, cost effective services that maintain or improve an individuals quality of life
- Flexible services that respect individual dignity and independence
- Person-centred and individualised services
- Customers fully consulted and involved
- To seek feedback from our customers ensuring services remain responsive
- Services that are well co-ordinated and delivered in accordance to a mutually agreed Personal Support Plan.

Our approach to service planning and delivery places you at the centre of the planning process enabling you to look at and decide the type of support or service you need.

We aim to offer a holistic service that assesses every individual as a 'whole' person. We offer flexibility and choice enabling you to remain in control and to develop the package of support that matches as closely as possible with your individual lifestyle. Using an 'outcome' focused approach we work with individuals in a way that enables them to focus on, and achieve, the things that they consider important.

The amount of support an individual requires may vary from day-to-day, week-to-week or even month-to-month, we understand this and work with you to build as much flexibility as possible into your individual support package.

Our PA's work a range of flexible shift patterns and can be available from early morning through to late evenings, over night, weekends and bank holidays.



Personal Assistants (PA's)

A Personal Assistant (PA) is a trained worker who is specifically employed to support an individual with a variety of tasks to enable them to live independently within their own home.

The role and tasks performed by a PA can be extremely varied depending on the individual customer, but the primary role should always be to empower and support the individual to live independently.

Our PA's will:

- Respect and maintain strict confidentiality
- Be open minded and have a flexible attitude
- Have an understanding of, and a commitment to, disability rights and equality
- Take direction from the customer and work in accordance with the agreed Personal Support Plan
- Have good verbal and written communication skills
- Know when to use their initiative and when to take a back seat
- Be reliable and punctual
- Be able to prepare and cook basic meals
- Be willing to support with personal care tasks
- Be willing to perform light domestic tasks
- Accompany customers to appointments
- Be willing to undertake training relevant to their work.

A dedicated team of PA's deliver our services all of whom have access to a comprehensive range of training and support to ensure that they are competent and confident in delivering a high quality service to our customers. We believe that training and qualifications are the key to delivering services that people want and need now and in the future. To demonstrate our commitment to this we have signed the Skills for Care 'Skills Pledge' and we encourage all PA's to work towards accredited training qualifications in Health & Social Care.

All our PA's are required to successfully complete a robust vetting process before they can be accepted into our team this includes:

- Enhanced Criminal Records Bureau (CRB) checks
- Protection of Vulnerable Audits (POVA) checks
- Full employment history
- Two appropriate references

All Passion for Support PA's are offered a regular 1-2-1 supervision and have access to peer support through the PA network and our team meetings.

“ The hours that our PA's work is entirely dependant upon the requirements of the individual customers. As far as possible, Passion for Support will ensure that a PA matches as closely with the customer's requirements as detailed in their Personal Support Plan. We will also contact you at regular intervals to ensure that you continue to be satisfied with the services we provide. ”

Once a PA has been matched to your specific needs, a meeting will be organised so that you can be formally introduced to them before they start working with you. During this meeting our staff will discuss your Personal Support Plan to make sure that they fully understand the things that are important to you. They will also clarify with you some basic ground rules and boundaries to make sure that you and your PA are comfortable and safe.

A member of our staff team will contact you, and your PA, within the first few days of you working together to make sure that you are both completely happy. If for any reason you, or your PA, are not completely satisfied we will do everything possible to rectify the situation as quickly as possible and with the least amount of disruption.





Personal Support Plan

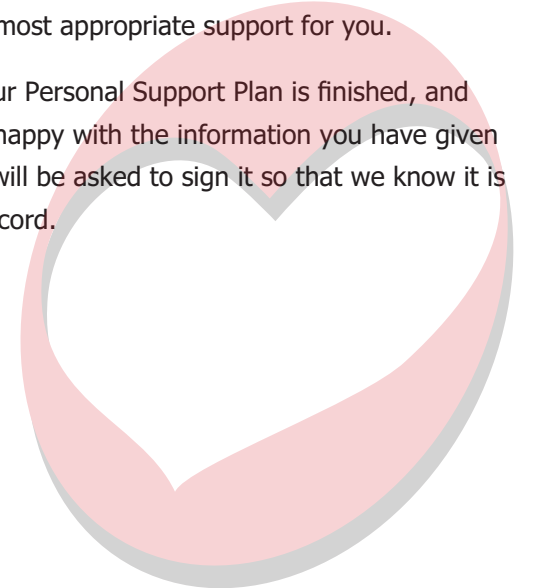
Passion for Support believe that their customers should be as involved as possible in the development of their individual package of support and how that is developed and delivered. An essential element of this is our assessment process and the development of your Personal Support Plan, which is the hallmark of our service.


The assessment process enables us to fully understand your individual needs. We want to make sure that our assessment process is as comfortable as possible for you therefore we would normally do this in your home. We realise that it can be difficult to remember everything you might want to ask about. Therefore it may be a good idea if you ask a friend or relative to attend the meeting with you just to make sure nothing gets forgotten.

Any information you give us during the assessment visit will be treated sensitively and in confidence. During the meeting we will ask you a number of questions that are designed to help us to better understand you and your individual needs. The information that you give us will help us to develop your Personal Support Plan.

Your Personal Support Plan is our opportunity to get to know you better and to understand what it is that you want to get from our service. While it is important to tell us about specific needs you might have, your Personal Support Plan shouldn't just be about the tasks you need help with i.e. getting washed and dressed or going to the toilet. It should also tell us the type of person you are and what your likes and dislikes are. The things you enjoy and who you like to spend time with. It's about the things that you think are important and would improve your quality of life. If there are any new things you want to do like joining a group or doing a course tell us about it. We will use your assessment and your Personal Support Plan to help find the most appropriate support for you.

Once your Personal Support Plan is finished, and you are happy with the information you have given us, you will be asked to sign it so that we know it is a true record.





“ As part of our Quality Assurance framework your Personal Support Plan will be reviewed at regular intervals, either 6 monthly or annually, to make sure that it continues to represent your needs. ”

We will use details from your Personal Support Plan to match you to an appropriate PA. Your Personal Support Plan will form the basis of the work your PA does with you, it is really important therefore that you make sure that you are completely happy with the plan before you sign it. A copy of your Personal Support Plan will be kept in your file at our office and you will also be given a copy.



Risk Assessment

It is important to us that the services and support we provide to you is appropriately assessed to ensure that it is safe for you and your PA. When we help you design and develop your Personal Support Plan we will try to identify any risks and look at ways in which those can be reduced or managed safely. If we identify any areas that we think might involve a risk to you, or your PA, we will need to look very closely at it and try to find out if it is completely necessary. There may be a different way of doing things that wouldn't involve risk and we will try to identify this.

Review Processes

It is important to us that all our services are regularly monitored and reviewed to ensure that they continue to be high quality and effective. We would expect to review your Personal Support Plan on either an annual or 6 monthly basis to make sure that it is delivering exactly what was agreed during your initial assessment.

However, we also realise that needs can change very quickly and when that happens it is important to us to respond as quickly as possible. If your needs change and you need a review of your Personal Support Plan please contact our office to arrange this.

Quality Assurance

Passion for Support believe that customer satisfaction is the key to delivering quality services and as a result we actively seek to gather the views and opinions, both good and bad, of all our customers. If you have any concerns or complaints about any of our services please don't hesitate to contact our main office. Equally if you are particularly pleased with our service, or your PA, we would really like you to tell us about that too.

As part of every service review meeting we ask customers to complete a customer satisfaction questionnaire and we use that information to help us to improve the services we provide.

All PA's are asked to complete visit log sheets for the time they spend with customers these shouldn't be very detailed but should give a quick overview of the support that has been delivered. Once they are completed they are returned to the main office to help us review support needs and monitor progress towards achieving goals.

Referral Process

Passion for Support aim to offer a clear and direct pathway for people to access our service either directly or through a referral from their local Social Services office, Care Manager or other advice agency.

Recently the Government have changed the way in which they fund certain types of care and support for adults. The Direct Payment Scheme and Individual Budgets were introduced to offer people more flexibility and choice around the care and support they receive. This means that people who have been assessed, and are eligible, can have more control over their own care. It also gives them the freedom to choose who they want to provide the support they need.

Passion for Support works closely with 'In Control' a national project that helps Local Authorities set up their Self-Directed support systems. We are committed to working in partnership with Local Authorities and supporting them to deliver their Individual Budgets and Direct Payment Schemes.

Agreements & Payment Arrangements

The Personal Support Plan we develop for each customer will identify areas of their life that they feel they need support or assistance with, we will use that information to explore a range of options available to support them.

If you have been assessed for self-directed support (i.e. Individual Budgets or the Direct Payment Scheme) and you are eligible we can liaise directly with your Local Authority regarding payment arrangements. Alternatively some customers may wish to fund their own service, in this case we can arrange to invoice you directly for the service we provide. A full cost breakdown will be discussed with you during the planning stage.





Compliments & Complaints

We believe that our customers should be able to tell us what they like and don't like about our service. Our compliments and complaints procedure is designed to be easily accessible to our customers and they are invited to comment on all aspects of our service including: the quality of the service, our staff and our time keeping.

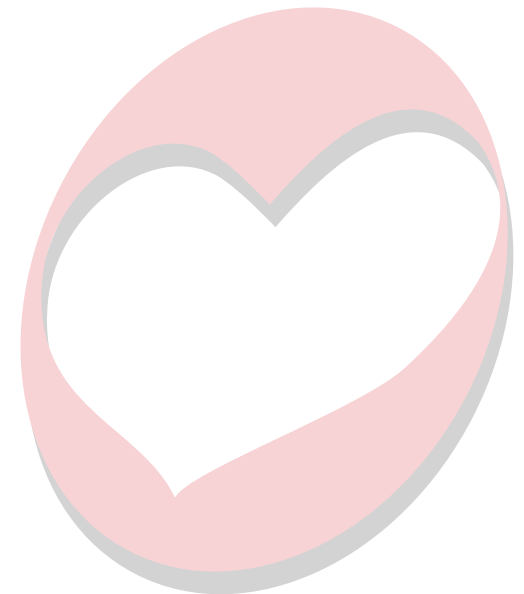
If a customer is particularly pleased with the services they receive from us we really need to hear about that. Feedback forms can be obtained from our main office. Equally, if a customer wishes to make a complaint or raise a concern they should contact the main office and request a form and a copy of our policy. However, if the complaint needs more urgent attention customers are encouraged to contact the Registered Manager directly.

If a customer wishes to make a complaint but does not feel able to do this directly with us, they can contact the Care Quality Commission (CQC) the contact details are included at the end of this guide.

Passion for Support always aims to resolve any complaint as quickly as possible and with the least amount of disruption. A full copy of our compliments and complaints procedure can be obtained from the main office.

Operational Policies and Procedures

Passion for Support aims to deliver high quality services to its customers that are operationally safe for both the customer and our staff. We have developed a strict framework of policies and procedures designed to support best practice and safe working. Policies currently in place include:- Health & Safety, Risk Assessment, Confidentiality, Data Protection, Medication, Non-discriminatory Practice, Equal Opportunities, Moving & Assisting, Complaints & Compliments, Quality Assurance, and Protection of Vulnerable Adults (POVA), these are in-line with the Domiciliary Care National Minimum Standards.



Cancellations & Changes

If you need to temporarily cancel or suspend your service, you should do this directly with our main office and not with your PA. We ask that you give us at least 24hrs notice of this or you may be charged.

Any long-term changes or amendments to your Personal Support Plan should be discussed directly with the Registered Manager.

If for any reason we need to cancel, change or suspend a service, we will explain this to you and advise you of alternative arrangements we can offer. If these are not acceptable to you we will tell you about other providers that might be able to help you.



Future Developments....

Customers Forum

“ We believe that all customers should have a voice and be able to influence and shape the services they use. We are therefore interested in developing a 'Customers Forum' to help us better understand the changing needs of our customers. The 'Customers Forum' would offer suggestion and guidance to us on the ways we could improve service delivery, develop new services or deliver specific training to our staff. If you would be interested in getting involved in our Customers Forum please contact the main office. ”

Registered Manager: Alan Sherwood

Qualifications: BSc (Hons) Degree in Health & Social Care, CertHSC, CertHP, NVQ4 Registered Managers Award, CACDP BSL Levels I & II and he is a Certified Neuro Linguistic Programming (NLP) Practitioner.

Experience:

Alan Sherwood is a highly motivated Social Care professional who brings extensive experience of developing and delivering complex person-centred packages of support for a variety of different customer groups. During his career he has worked in the areas of Learning Disabilities, Physical Disabilities, Challenging Behaviours, HIV/AIDS, Sexual Health, Children & Young Peoples services, Dementia and sensory impairments. Alan has a particular interest in cross-agency and multi-professional / multi-disciplinary working that maximises potential and achieves results for individuals.



How to contact us:

Passion for Support Ltd.

Tel: (01422) 374097

www.passionforsupport.co.uk

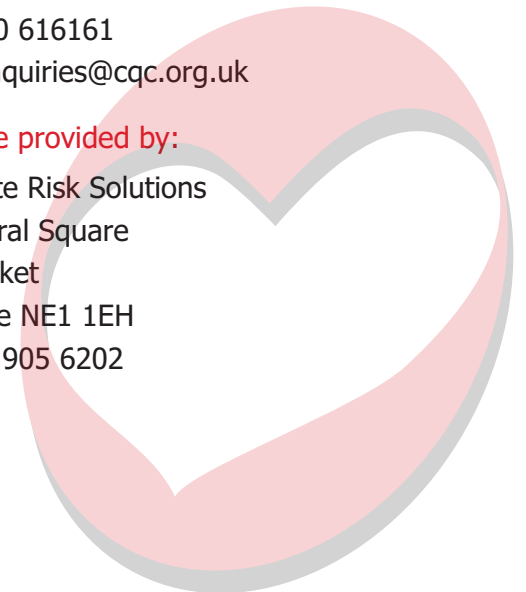
Company Registration Number: 06790052

Care Quality Commission (CQC)

St Nicolas Building
St Nicolas Street
Newcastle-upon-Tyne
NE1 1NB
Tel 03000 616161
Email: enquiries@cqc.org.uk

Insurance provided by:

Towergate Risk Solutions
2 Cathedral Square
Goat Market
Newcastle NE1 1EH
Tel 0870 905 6202







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