

Supported Living for Adults with Learning Disabilities

Tus Nua Care



The Whole World In Their Hands



Your Information Pack



Welcome to Tus Nua Care

This pack tells you about what you can expect from us, the services we can provide and how we work to support and enable you while you are with us.

This pack is important. It has lots of information that relates to your tenancy and the support you will receive.

Tus Nua Care Services Ltd
Reg No CS 2013316013

If you require more information about us and your support, please ask staff, who will be pleased to help.

Your Accommodation

You will have your own ensuite bedroom and share the rest of the house with three other people. The communal areas of the house consist of a large open plan lounge/Dinning/Kitchen area. There is also a sleep over room for Support Staff and large Gardens with a Summer House.

The house has been recently refurbished and is furnished, decorated and maintained to a high standard. You will be encouraged to choose / bring your own furnishings and select décor to your own taste.



Your Support



Your Support Workers will work alongside you to discuss and regularly review your support plan. They will assess with you your needs, aims and aspirations, and plan what type, and how much support you require each day. This will be tailored to you as an individual and will support you to maintain your tenancy in the community and enhance your quality of life

The Type of Support We Offer

Your Support Workers will support you in your daily living skills and activities to enable you to maintain or increase your independence.

We will support and assist you in contacting and communicating with others who are involved in your support / care package. e.g. GP's, Psychiatrists; social worker etc.

Financial / Budgeting

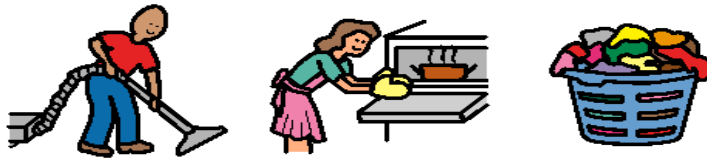
We will support you to claim welfare benefits; pay bills; manage savings; and budgeting your weekly money.



Should you require more help in these areas, you will have the opportunity to access an appointeeship service to assist you with all your financial matters.

Household Skills

We will support you in



- developing and maintaining domestic skills like cleaning, cooking, using washing machine, etc.

- knowing where and how to operate e.g. central heating, electrical supply etc.

Skills for Life

Support to fill in forms; to shop; get around; utilise leisure time; participate within the local community and use community facilities e.g. swimming, cinema etc.



Support in making choices; building confidence; management of anger; communicating with others and building up social networks.



Employment / Training / Activities

We will support you to find and maintain supported or mainstream employment or activities / hobbies that you wish to take part in.



Move On / Finding Suitable Housing

We will support you to move to more independent living within or without our service where this is appropriate for you.

- Filling out application forms
- Seeking out suitable housing / support options
- Support to attend meetings / interviews
- Preparation / assistance to move.

Support Staff



Our Housing Support/Respite and Care at Home service consists of a Registered Manager who is a registered Learning Disability Nurse and has many years' experience in working with learning disabled adults.

The manager is supported by our team of Support Workers who all have experience and a wide range of knowledge / training. Staff are Registered with the SSSC and must meet registration requirements.

Staff receive regular individual and team supervision and appraisals. They attend relevant statutory and developmental training courses.

Levels Of Support

Respite Care Service

Respite care is planned or emergency temporary care provided to caregivers

Our Respite care provides planned short-term and time-limited breaks for families and other unpaid care givers of adults with an intellectual disability in order to support and maintain the primary care giving relationship. Respite also provides a positive experience for the person receiving care. The term "short break" is used in some countries to describe respite care.

Even though many families take great joy in providing care to their loved ones so that they can remain at home, the physical, emotional and financial consequences for the family caregiver can be overwhelming without some support, such as respite. Respite provides a break for the family caregiver, which may prove beneficial to the health of the caregiver 60% of family caregivers age 19-64 surveyed recently by the Commonwealth Fund reported fair or poor health, one or more chronic conditions, or a disability, compared with only 33% of non caregivers.

Respite has been shown to help sustain family caregiver health and wellbeing, avoid or delay out-of-home placements, and reduce the likelihood of abuse and neglect. An outcome-based evaluation pilot study showed that respite may also reduce the likelihood of divorce and help sustain marriages.



Short Term Service

Is accommodation and support for up to a 2 year period. It is available should you require a period of assistance to set up your own tenancy and be supported to develop skills and confidence to enable you to 'move on' to more independent living (e.g. lower level supported housing or mainstream housing).



Long Term Service

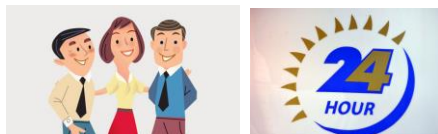
Is accommodation and support services for over a 2 year period where you are likely to need support of a high level on an ongoing basis to enable you to live in a community setting and maintain your tenancy



Organisation of Support

You will have a designated keyworker and a co-worker who will work with you to devise a care and support plan. This will be specific to your individual needs and will aim at enabling you to maintain your tenancy in the community; enhance your quality of life and fulfil your potential.

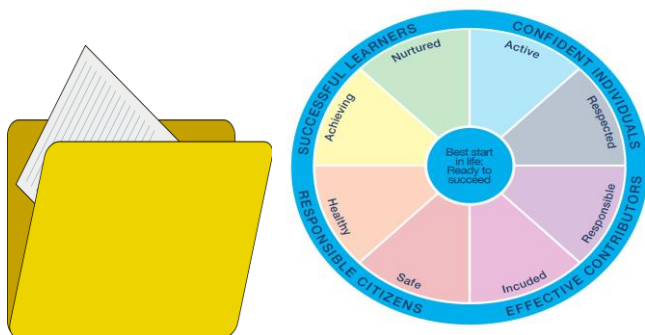
You will have access to up to 24 hours per day support time as required.



Care and Support Plans

Care and Support Plans will be reviewed on a regular basis with your key and co-worker (Support Evaluation Meetings) and also at your Care Review Meeting with the multi-disciplinary team (care manager, psychiatrist, GP etc).

Should you require additional support / care in other areas you will be offered supported to access other services / professionals (e.g. counselling; physiotherapy; dentist; chiropodist etc).



Our Commitment to You



We aim

- To provide high quality and well maintained housing.
- To provide 'ordinary' living and opportunities for independence.
- To deliver a caring and professional service based on listening to resident's needs.
- To provide expertise in learning disability support tailored to suit individuals changing needs.
- To offer structured programmes of support that will lead to greater independence within or without our service.
- To work in partnership with other agencies / professionals in supporting residents to maintain their tenancy in the community and/or move on to more

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independent living.

- Provide supportive pathways into further education / employment / activity by working with tenants and other agencies to enable access and provide ongoing support.



Seven Key Principles

Our Support is based on promotion of 7 key principles of: -

- Safeguarding your RIGHTS.
- Supporting you to make independent CHOICES.
- Having the right to your own PRIVACY.
- Valuing you as an individual and respecting your uniqueness, your needs and DIGNITY.
- Supporting you to achieve FULFILMENT in your life. Helping you access opportunities to make use of your abilities and realise your aspirations.
- Support you to access community based services to promote your CITIZENSHIP. We aim to help you improve and enrich your quality of life within your local community.
- To support you in activities that will increase your INDEPENDENCE - even when this means you may need to take calculated risks.

Your Tenancy Agreement



Introduction

Before you move into your new home it is important that you understand your tenancy agreement with us. You have rights and responsibilities as part of that agreement, as we do too.

Moving In

Your house will be furnished and ready for you to move in to. We will compile an inventory with you of all furniture and furnishings provided by us. You will be provided with a set of keys. You will be asked to sign your agreement after it has been explained to you and you understand it.



Your rent: -

The rent you pay us has 2 parts: -

1. Rent
2. Property Services

You will be provided with a breakdown of these before your agreement commences.

Accommodation Charges



You will be supported to complete and submit a Housing Benefit Claim form with staff. Depending on your circumstances you may have to contribute to this charge.

Care and Support Charges



These are often paid for by the Local Authority However with Self Directed Support you are now able to choose directly who you want to provide your care and pay with the direct payment.

There are some situations where we would have to end your agreement with us and ask you to leave your home. This could happen if: -

1) You no longer need the support we provide, or you need support or care that we can't provide.

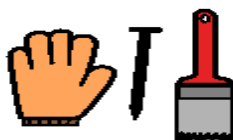
We would always involve you in this process and the decision would be made with your knowledge, in liaison with all other professionals / agencies involved. We would also aim to support you into other, more suitable accommodation or care environment.

2) You accept an offer of other accommodation.

3) You break conditions of your agreement.

If this happens we will give you written notice according to the terms of your agreement.

Repairs and Maintenance



How do I get repairs done?

If something in your home needs a repair, the first thing to do is tell a member of staff. They will make a note of the problem and work out what needs to be done, they will order the repair. They may also ask a specialist member of staff to have a look, but only if the repair is likely to be expensive or complicated.

How quickly will the repair be done?

The staff member will give you some idea of how long it will take.

The amount of time will depend on whether it is an emergency, or routine repair. Emergency repairs such as anything dangerous to your health and safety e.g. broken heating system; broken window; burst pipe etc - will be attended to in 24 hours.

Some repairs take a long time to do. If a repair is going to take a long time, a staff member will tell you.

What if I am not happy with the repair?

If you are not happy with the repair tell a member of staff as soon as possible. They will look at the work that was done and ask the repair company to come back if necessary.

If you are not happy with the time it takes to do the repair, please talk to staff.

If you are still unhappy, you can make a formal complaint using our complaints procedure.

Please see the complaints information in the booklet.

Safety Maintenance

There is an annual schedule in place to regularly check and maintain gas and electrical installations such as wiring, all electrical equipment/ your central heating and boiler, to ensure they are safe and working well.

Being Involved and Having Your Say



As well as being actively involved in your support, you are also encouraged and given opportunities to attend / run regular Service User meetings to discuss your views on your accommodation and support and play a role in decision making

within the service.

- We run Service Users Meetings every month.

- Service Users Questionnaires are offered to you to complete annually, with support from staff or a person of your choice where you can comment and give ideas for change.

The outcomes of these are shared throughout the organisation in various forums

Recruitment and Selection

You will also be offered the opportunity to be involved in interviewing / recruiting new staff members to the service.

Risk Taking



We believe that positive community care which recognises and respects the human and civil rights of people with learning disabilities will unavoidably carry with it elements of risk.

Over protecting service users from the hazards of daily living will prevent them from experiencing risk taking which is essential for human growth and development.

What does this mean for you?

When you take up tenancy, we will complete a risk assessment form with you. This will help us and you to identify what it is you want to achieve when you move to Supported Housing and what risks are involved in this. Staff will then encourage and support you to judge and take calculated risks which will enable you to aim to achieve your wishes and needs to improve your well-being and increase your independence.

Confidentiality



We take your privacy and confidentiality very seriously. This means that any information about you is held and locked securely from others who are not involved in your care. You, however, can see this information when you request it. Supported Housing also works closely with other teams/agencies involved in your care. On referral we will ask you to consent to information about yourself being shared between us and these other teams, so that we can aim to meet all of your needs. This is done in the strictest of confidence.

Equality and Diversity



What is diversity?

Diversity is about having a mix of people who work together to create an environment which respects and values peoples differences.

Our commitment to diversity.

- We will provide services that are sensitive to your needs and wishes.
- We will respect your culture and beliefs.
- We will aim for our services to be safe and free from discrimination.

- We will work towards including everyone.
- We will support you to access cultural; religious or lifestyle services / support which is important to you.

Safeguarding People



Why is this important?

We believe that it is essential to protect service users from abuse by engaging all tenants and staff in developing awareness and understanding of protection and abuse. All of our tenants should be enabled to 'live a life that is free from abuse and neglect.'

Professional Boundaries

These are clear guidelines about how staff should and should not behave toward you. We expect staff to be friendly and respectful toward you but it is important to remember that they are paid workers and are there to support you and act in your best interests.

Please ask to see our 'Code of Conduct' for more information on this.

Our 'Adult Support and Protection' policy says how we will help you if you are in danger of being abused. It tells you what action we will take if you are being harmed or you think someone may want to abuse you.

It tells staff: -

- How to recognise if anyone is being or at risk of being abused.
- What to do if you or another adult is being harmed.
- What abuse means and how to treat you with respect and dignity.

- Who else they may need to contact to help protect you.

Before we employ any staff we check with Disclosure Scotland that they do not have any record or history of harming people.

We also train all of our staff in recognising signs of abuse and steps they must take to aim to protect you.

Making A Complaint



Who can complain?

- If you are a Tenant or service user of Tus Nua Care Services and if you are not satisfied with any of the services provided, you have the right to complain. This includes anyone who has recently been, or applied to become, a resident or tenant.
- Complaints are also welcomed from individuals outside the service, or other organisations.

Making a complaint

You can ask a friend, relative, or anyone you chose, to support you.
They can:

- advise you;
- help you put your complaint in writing; or
- come with you to meetings and speak for you if you want.

You should make your complaint to the Housing Support manager in writing. The manager will support you with this if you want, or you can ask someone else to help. If you feel you cannot make the complaint to the manager, you can contact the director Lynda Reid on 07702796729

Whichever member of staff you make your complaint to, they will acknowledge it within seven days and respond to you in writing with the outcome of their investigation within a further 28 days.

If you are not satisfied with the response you have received you can speak to your care manager or the care inspectorate who regulate our service who will advise you how to pursue your complaint further

Helpful Numbers



Angus Council
Social Work
Dept.
Academy Lane
Arbroath
DD11 1EJ

Care
Inspectorate
Compass House
11 Riverside
Drive
Dundee
DD1 4NY
01382 207100

Independent Advocacy
Services
Meadow Mill
West Henderson's Wynd
Dundee
DD1 5BY
01382 205515