



**Bespoke Care and Support**  
**Hospital Safety with Residential Freedom**


## **Service User Guide**

**WELCOME TO YOUR NEW HOME** ..... And below is a list of the people who will help you now you are living with us.

- **Jon Corr – Who is the Registered Manager**
- **Debra Dixon – Who is the Deputy Manager**
- **Team Leaders –**
- **Support staff –**
- **Bridget Ingamells – our Clinical Nurse Specialist**
- **Nick Frazer – our Occupational Therapist**
- **Calam Newton – our Maintenance and Facilities Manager**
- **Kelly Hamilton – our Human Resource Manager**

**Thelma Turner is in overall charge of what happens in your home and you will see quite a bit of Thelma too**



Bespoke Care and Support will always work hard to give you the support you need to get on with your life. We do this by first assessing you  and developing recovery, risk, and care plans for you. Our services support people who have very specific needs, and our trained and experienced staff will help you to become more independent.


We help people to live their lives in a more normal environment. Some people will move on to live on their own and other people will be able to move on to a less supported environment. We work to help people to do what they would like to do when the time is right for them.

## Fees

Bespoke Care and Support completes a pre- admission assessment to ensure that each person who is supported has the right level of support, to help them in their




recovery and enablement programme. We also want people to live in a nice place and to do this we need to charge Local Authorities or Health the correct fee for the right amount of support required. The fee will also help to ensure that staff

members will always receive the correct training and development  By doing all this all the people we support are safe and there always will be enough staff to help and support them.

## Human Resources



Bespoke Care and Support want all staff to be happy in their jobs and we have people who

can listen  to staff and help them with any problems. We also want our staff to have the correct training when they start work. We want staff who work in our homes to have good references and we ensure that we check staff information



to ensure the people we employ to look after you have lots of safety checks.

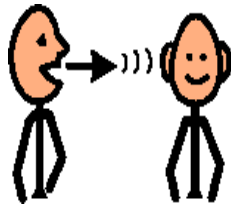
We ensure that people we support live in nice places and our homes and services are looked after properly. We will make sure that people work together and share good



ideas between services. When people work together it makes the job easier to do.



We work hard to ensure that people working in your home do not become unhappy at work. We like to make the job easier for people by encouraging new ideas. If people can spend more time with you, supporting you to have fun and working towards your recovery and enablement rather than doing paperwork it is great for all of us.



## Communication

Bespoke Care and Support thinks it is very important that you can talk to staff about things that affect



you in your day to day life, it is good to make a plan and to write things down so you do not forget.



It is also good to keep in touch with people by using the telephone



as well as having meetings so that people know what is going to happen. We ensure that you are heard at meetings (my voice, my choice). These meetings will be well planned and interesting. You will be involved in the planning and structure of any meetings if that is your wish.

## Relationship Building



We want you to talk to us about what you want. From these suggestions we will be able to see where we can all make continuous improvements in your home or service.

Bespoke Care and Support wants everyone to be involved in meetings, if you live in our accommodation and are supported by us you can have your views heard in an



open forum. We like to think we are good at listening



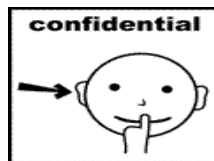
and allowing you to speak up



this helps everyone to understand your needs, wishes and choices.

Sometimes things may not be great, and you may like to speak to staff in private and

keep the information confidential



We can only agree to things being confidential if we are sure you are not being hurt, bullied or abused. We would still like you to tell us if this is the case but we will need to share this with people who can help.

Bespoke Care and Support wants you to have the opportunity to develop skills you will need for your future, to live a more independent life,



Make friendships with others



Get a job,



Be healthy



And have goals, aspirations and plans for your future



## Staffing

In your home there will be a Manager, a Deputy Manager, some Team Leaders and Support staff. There will also be an Occupational Therapist and a Clinical Nurse Specialist, both of whom will work with you and your staff teams.

We also have a Maintenance and Facilities Manager whose job it is to make sure our building and environments are safe and well looked after.

Your support staff will work alongside you to ensure that recovery and enablement programmes are set up and monitored.

Our staff receive a full and comprehensive Induction and training programme and these are very structured. The training programmes continue to go on throughout the year to ensure our staff constantly build the skills they need to give you the right support at the right time.



## **Privacy and Dignity**

At Bespoke Care and Support we ensure that promoting privacy and dignity is at the heart of what we do. We ensure all staff are aware of maintaining your privacy and dignity as part of their induction and training.



Sometimes we may need limit the privacy you have to keep you safe, but we will always make sure we have agreement from your Social Worker, and we will tell you why this must be the case.



## Enhancing Life skills

We will ensure that you are fully involved in your support plan. The aims and objectives of our specialised service are to concentrate on your assessment, recovery, and enablement to achieve your full potential and promote your independence. All aspects of your life will be considered to ensure a whole person approach is taken in meeting your needs. Promoting your dignity, rights and needs is a top priority.

We will support you to enhance your skills in every part of your daily life (self-care, budgeting, organisational skills, shopping, domestic skills, gardening, work, college). Our philosophy at Bespoke Care and Support is to increase independence and decrease dependency and we will achieve this by setting you achievable goals and monitoring the outcomes for you and with you.



Everyone is different and we will make sure you have a care and support package in place that is all about you, your needs, what support you need now and what you need for your future.

You will be supported to manage risks in a safe and supportive environment.

Bespoke Care and Support will ensure your support plans stay live and change when

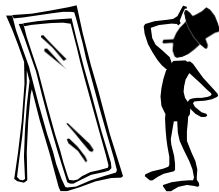
things change for you or new opportunities arise. You will be supported to attend your own reviews with support from one or more of your key staff members.

Joint reviews of your support plans will be done regularly, and any areas of concern will be discussed in an open and transparent way to allow us to ensure your health, well-being and safety is maintained.

# 10 core life skills

We will also work with you to develop your life skills

Self- Awareness



Empathy



Critical thinking



Creative thinking



Decision making



Problem Solving



Interpersonal relationships



Effective Communication





**Coping with Stress**

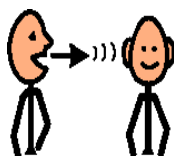


**Coping with emotions**

**There are many considerations we will take into account when supporting you.**



**Your sensory perceptions may be disordered** – Your hearing may be very sensitive (you can hear everything that is happening and cannot channel your hearing or filter sounds). Your sense of smell may be highly sensitive, and lights may be too bright or be uncomfortable for you.



**Language** – This may be difficult for you and you may not understand what you have been asked. It may be difficult for you when being supported to understand words or describe your feelings. This can lead to anger, frustration and withdrawal for you. If it will help you, we will use visual things to help you move through your day, this will assist you to remember what comes next to ensure there is a smooth transition between time and expectations.



**Social Interactions** – We will assist and guide you to focus on what you can achieve rather than what you cannot. You will be supported to feel empowered and valued for your contributions. You may have poor eye contact or be withdrawn, and this will have an effect of how often you engage and interact with other people around you.



**Behaviours** – You may use unacceptable behaviours as a means of communicating what you need. We will help you to start to communicate in a way that means you don't have to use these behaviours to communicate with us and people around you.

All our staff are trained in de-escalation techniques which will allow them to help you not to go into crisis.

## WHAT WILL YOU HAVE WHEN YOU COME TO LIVE WITH US?

You will have .....

1. Your own apartment which has been designed for your needs

2. Arts and Crafts & Music Rooms



3. Snooker and Billiard table



#### 4. A Café



#### 5. A Sensory Room



#### 6. A room in which you can learn the skills you need for your future



**We all have dreams and aspirations for our future, and we will help you to achieve these**

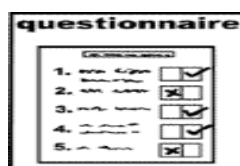


### **Goals / Dreams / Aspirations**

Everyone has goals, dreams and aspirations in life, and it is our job to ensure that these are turned into reality for you as far as is possible

You may also want to get a job at some point, and we will help you to do this when the time is right for you

We believe that everyone who lives with us is unique, and we will concentrate on a 'can do' approach rather than 'why try'. This will promote independence, enablement and achievement as a starting point of supporting you through your recovery and enablement plans.



### **Quality Assurance**

We have policies and procedures in place which allows us to monitor, evaluate and continually improve our services. The part you play in this is very important and we want to know what you think about us and what we provide for you.

We will ask you to complete a survey on a regular basis and if you need help from your support staff to do this, it will be provided.



## Religious needs



At our initial assessment of you, your needs and preferences in relation to religion are discussed. From this initial review your staff team will work with you to make arrangements for you to attend local religious meetings for any culture. If you choose to attend a church, mosque, or any other place of worship you will be supported to do this.

## Visitors

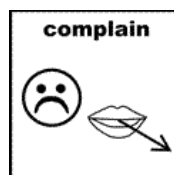


We are happy for visitors to call at your home at any time, although it might be a good idea to arrange the visit so we can ensure you are at home and feel settled.

## Emergency procedures

These are put in place for all staff and everyone we support

## Complaints and concerns



Your opinion matters to us. Please contact Jonathan Corr with any concern or complaint. All complaints will be responded to quickly. The complaints and concerns procedures are available in your home and if you can't find them, please ask your staff member and they will give you a copy.



**The numbers you will need are:**

**Jonathan Corr –**

**Debra Dixon –**

**Thelma Turner –**

**Independent Advocacy Services in Barnsley**

**Arcadia House, 72-74 Market St, Barnsley S70 1SN**

**Phone: 01226 298313**

**Care Quality Commission (CQC)**

**0300061616**











