

SUPPORTED LIVING SERVICE
Anvil Court
Church Street
Abertillery
NP13 1DB

TEL: 01495 357706/357881

SERVICE USER GUIDE

Also Available in –
Large Print
Welsh Language
Audio Cassette

BLAENAU GWENT SUPPORTED LIVING SERVICE

Welcome to our service,

I trust we will provide a service that, following y

SUMMARY OF PURPOSE OF BLAENAU GWENT SUPPORTED LIVING SERVICE

Blaenau Gwent Supported Living Service is part of Blaenau Gwent County Borough Council Social Services Department, whose main office is Anvil Court, Church Street, Abertillery, NP13 1DB. The main office for Supported Living is however based at Abertillery Sports Centre in Abertillery.

The Supported Living Service has been in operation

HOURS OF OPERATION AND EMERGENCY CONTACT

The Supported Living office is open from 9 am-5 pm. A duty officer will be available between these hours to deal with any issues/concerns you may have. After 5 pm you will need to contact the Staff Team Manager who manages the staff team t

INSURANCE COVER

The Council has Public and Employers Liability cove

LINEN

Support Service Users with:-

- ◆ Laundering – bed linen
- ◆ Laundering – personal clothes
- ◆ Ironing
- ◆ Incontinence washing – certain types

SOCIAL CARE

Support Service Users with:-

- ◆ Shopping
 - ◆ Essential correspondence for tenants
 - ◆ Contacting friends/family
 - ◆ Getting ready for Day centre/appointments/ 8.f/p8FWMFMm.f/pwY2../t8gwW
- fWM2F,pY,.L [/ 8g2p,,WLdRw,B2wWFwT

MONEY

Support Service Users with:-

- ◆ Main Shopping
- ◆ Odd items of Shopping
- ◆ Collection of Prescriptions
- ◆

SHOULD THE SUPPORT STAFF BE ILL

If you're usual Support staff are sick we would arrange for other support staff with the appropriate skills and knowledge to provide your service to you. You would be informed of the names of the Support Workers who would be covering. We do not send support staff to provide a service who are not employed by ourselves.

DAILY RECORDS

Support staff are required to complete and sign daily records at the end of each shift. This serves as a record and also informs the Staff Team Manager and other Support staff of any issues.

EXPRESSING YOUR VIEWS

As a service user you would have your service reviewed on a regular basis by your Staff Team Manager and as part of this review you are invited to give feedback on how you view the service we provide. Our Support Staff are also regularly monitored by the Staff Team Manager whilst carrying out their duties, so you can also feedback at this point.

We also send out a service user questionnaire once a year and would appreciate it if you could complete this as this assists us in analysing how well we are meeting your needs.

HEALTH & SAFETY

When a new service user commences service a Personal Support Plan is completed, part of which is a Risk Assessment. It is important to remember that as well as it being your home, it is also a Support Worker's workplace, so we have to ensure that any risk is investigated and where appropriate, measures put in place to

COMPLAINTS PROCEDURE

- ◆ In the first instance, please contact your Staff Team Manager who will try their best to resolve the matter.
- ◆ Should the issue remain unresolved, please contact Mrs Joanne Hawkins, Support Living Manager. Joanne is based at Abertillery Sports Centre, Alma Street, Abertill

SOURCES OF ASSISTANCE

Abertillery Social Services Office

(Including Community learning Disability)

The bridge Centre

Abertillery. NP13 1BQ

Tel: 01495 322660

Brynmawr Social Services

(Including Supporting People & Occupational Therapy)

TERMS AND CONDITIONS UPON WHICH PERSONAL CARE IS TO BE PROVIDED TO SERVICE USERS

Overall Care and Services

You and /or Advocate will be informed by the Social Worker what services are available to meet your needs. They will then agree with you what support is to be provided. You will be given the Statement of Purpose for the Supported Living Service provided by Blaenau Gwent County Borough Council.

Health

1. The out of hours General Practitioner (GP) cover is usually

Staff

All staff within the Supported Living Service will have received a thorough induction prior to commencing work. Staff are also encouraged to train to NVQ Standards as well as attend regular training courses.

Rights and Obligations

Recording

A record of daily events for each service user is kept within each service user's Personal Support Plan. This is kept in the service user's home and should be available to all Supported Living Staff.

General Information

1. Smoking issues can cause a problem and we would request that service user's show consideration for the fact that although it is their home, it is also Support staffs place of work. It would be appreciated if service users, their family and friends refrained from smoking whilst Support staff are providing a service.
2. All tasks undertaken will be assessed for risk. Should there be any hazards or risks identified which need addressing you

Dear Service user,

Please could you sign below to say you have received and agree to the terms and conditions detailed within the Service user Guide.

Name:

Address:

I have received and accept the terms and conditions./a8FWiBdp

eW/e8a