

# Welcome pack



**INDEPENDENT WAVES**

YOU LEAD, WE HELP SUCCEED

**Supporting you to live your  
best life!**

# INTRODUCTION

This guide gives you information about:

- The support you get from Independent Living .
- Your home.
- What you can expect from the people who support you.
- What is expected of you?

We can give you the support you need when you need it. We can help you with your direct payments, care package and personal budget if you want.

We will work with you to assess your needs and help to write a plan for your care and support.



You can phone us or come and see the office to talk about your care and support.

The Office number is: **01271 614153**



# AIMS

We want you to live as independently as possible in your home.



## What we are committed too:

- Working with you and all the people who help and care for you to make a plan which explains what you want!
- Helping you live independently, such as supporting you shopping, manage your bills and money.

RESPECT



- Respecting you and your way of life.
- Keeping your personal information confidential.
- Keeping safe
- Working well with other people who support you
- Being polite and having good manners



## What we believe in:

- Improving the quality of our staff through training and choosing the right people.
- Being flexible
- We will support you to get out and about to meet new people and do new things in your life!



# We believe that everyone has the right to be:



- Listened too.
- Treated the same as everyone else regardless of age, disability, gender, gender orientation, race, culture, spiritual beliefs or sexual orientation.
- Treated as an individual.
- Be involved.
- Safe from harm and abuse.
- Encouraged to make their own choices.
- Involved in decisions about them.
- Given privacy
- Given time to think and to make their own decisions and choices,
- Able to make a complaint and know how to do so.



## Our Service:

**We provide accommodation and/or support services to people in shared home, we specialise in supporting adults with:**

- Learning disabilities
- Autism
- Mental health problems
- Emotional or behaviour problems
- Other underlying health conditions

**We provide these services in a way that helps people to be more independent such as:**

- Support with getting dressed.
- Support with keeping clean.
- Supporting people to make choices and take risks.
- Helping people maintain a healthy lifestyle.
- Help with medication and health matters.
- Help with cleaning and tasks in your home.
- Support you in getting a job if you want one.
- Or help maintain your job if you already have one.
- If you want to learn new skills, we will support you to do this. This could be learning skills around the home or even going to college!
- We will support you get out and about and meet new people and do new things in your life!



# Diversity:

The Independent Waves Ltd policy on equality and diversity states that:

*We are committed to eliminating discrimination, providing equality of opportunity and challenging prejudice in order to advance the achievement of equality and foster good relations between diverse groups.*

This means that:

All people shall be treated equally, regardless of their age, gender, gender orientation, ethnic origin, nationality, colour, religion, marital status, sexual orientation, disability, or background.



# Our Support Workers:



## Interviewing

We are very careful when we choose new support workers. We only want people who are honest and can do the job well, new support workers values should align with our company values



To help us find out if they are suitable for a job at Independent Waves, we give them an interview. If you would like to help us, find the right people let your key worker know and we can involve you in any new support worker interviews.



We also check that they have not been in trouble with the law through an Enhanced Disclosure and Barring Check (DBS).



## Training

All our Support Workers have to complete our training programme. Everyone has to follow the policies and rules!



## Support Workers

Many people like to get their support from the same person. While we try to make sure this happens, this will not happen all the time. Sometimes your usual worker or key worker will be on holiday, off sick or working elsewhere within the home.



### **Your Needs**

Before you came to live with Independent Waves, we needed to find out what type of support you needed.

One staff team will either meet with you or someone that speaks on your behalf, to ask about what care and support you want.



### **Person Centred Support Plan (PCP)**

This meant that we could work with you to put in place a Support Plan. This helps those who support you understand how to do that properly.



### **Meetings**

To make sure we keep supporting you the way you wish we will have meetings with you and/or your representative This way we can keep up to date with any changes with your needs. We will also have regular house meeting between you and our Office staff to ensure that any problem is dealt with.

## **Quality:**

Our aim is to give you a quality service.

If you are not happy with our service, please let us know.

You can do this by:

- Telling your key worker or any other staff member that you trust.
- Completing a complaints form.
- Contacting the complaints manager direct though the poster on the wall in your home.
- Contacting external agencies if you have tried raising your concerns with Independent Waves but not had any response.