

## **Our Support Workers:**

We recognise that support workers are one of the vital parts of St.Michael's Support Limited as the service users will have close and regular contact with them. They also enable St.Michael's Support Limited to achieve the aims and objectives of the organisation. We take great care in recruiting, training and supervising our staff. Our prospective staff will undergo rigorous recruitment process which will include interviews, DBS vetting, verified references.

## **Principles of Service Delivery:**

We have sound principles for the way we run our service. Central to these is our belief that the rights of service users are paramount and their wishes and aspirations should inform and shape service delivery. Therefore, our mission is based on the principle of "treating others, the same as one would like to be treated", whilst recognising that all service users have potential to control the services they receive. This encompasses the underpinning principle of service delivery by a highly skilled and dedicated staff team.

St. Michael's Support Limited values each service user as an individual and recognise its potential and human rights by the way our services are provided to them. The following principles are fundamental to our organisation's work with our service users.

## **Our Aim:**

We aim to equip our service users with the knowledge, skills and abilities, to take fuller control of their lives to an optimum level, thus to enable them to live a life as independent as possible. Our clients through their skills will be able to exploit the opportunities created for them by St.Michael's Support Limited.

### ***"Supporting Your Dreams..."***

*"Providing personalised support that enables our Service Users to lead valued and meaningful lives in the community".*

## **Our Regulators:**

We are regulated by:



## **Contact Us:**

For more information, please contact us.

## **St.Michael's Support Limited**

**Phone: 01604 389398**

**Email: [info@stmsltd.co.uk](mailto:info@stmsltd.co.uk)**

**Website: [www.stmsltd.co.uk](http://www.stmsltd.co.uk)**



**St.Michael's Support Limited**

*"Supporting Your Dreams..."*





### **Our Services:**

St.Michael's Support Limited provides a specialist care, based on individual needs, by working in partnership with other organizations of local and national levels such as CCG's, NHS trust, GP and Local Authorities. Our supported living service provides personal care as a regulated service for the age group of 18 years and above, under the category of Mental Health, Learning Disability, Personal Care.

### **We Support:**

- Mental Health Conditions
- Learning Disabilities
- Personal Care

### **Our Mission:**

We will aim to develop, maintain and improve a culture of professionalism, fostered in the organisation; which enables our staff to work towards better service delivery, personal and career development. We therefore assist our staff to identify their training needs and provide the resources to enable them to meet those needs. Hence staff are supported appropriately, to the best possible level.

### **Nature of Service:**

We are whole-heartedly committed to providing a top-quality service by a continual innovative approach in the level of the care and support that we offer. This is achieved by employing and maintaining a quality workforce as well as delegating the staff training and development to a dedicated team. Standards and training for our managers and staff are based on the national occupational standards for the care industry as set by the National Training Organisation.



### **User Focused Services:**

To focus on our service user's individual aspirations, we aim to provide care and support in ways which have a positive outcome and to promote service user's active participation. StMSLtd operates a charter of rights for its service users.

To ensure that we are fit purpose, the work of the staff team is consistently monitored and supervised. We examine our operations constantly to ensure that we are successfully achieving our stated aims and objectives. We therefore welcome feedback from all stakeholders (i.e. service users, staff, care professionals, carers, family members and friends) on all aspects of our services.