

Support Elite at Home

SERVICE USER HANDBOOK



SEAH

SUPPORT ELITE AT HOME

Mental Health Support Provider



Contents



Introduction 02

Contact Information 03

About SEAH 04-10

Confidentiality 11

Your Rights 12

Protection from Abuse 13

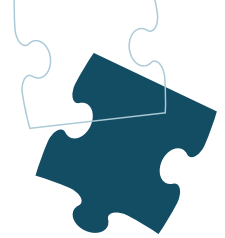
Rules 14

Cancellations 15

Compliments & Complaints 16

Feedback Postcard 18

Introduction



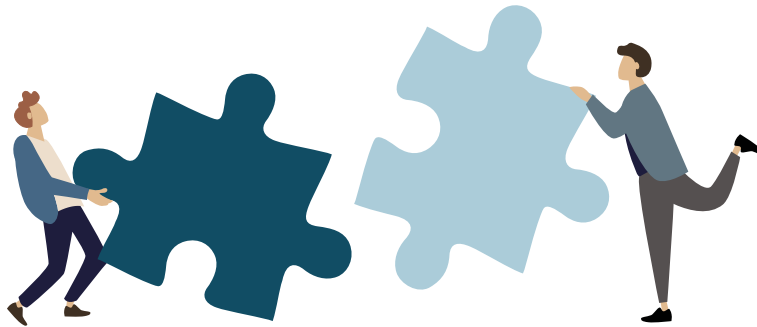
This handbook gives you information about Support Elite at Home

We are a care and support organisation based in Shropshire.

We provide support to people who have lots of different needs.

We want you to be happy and to live as independently as possible.

We are here to support you to live a happy, healthy life.



Useful Contact Information

Our offices are open from
9am to 5pm Monday to Friday.

You can call us on **0800 246 5307**
at any time and we will be happy
to help you.

You can email us at **mail@seah.org.uk**
and we will reply as soon as we can.



How We Work

Introductions and Assessment

Before we begin to support you, our team will meet you.

They will talk about the things you may need some help with and ask questions about you and your life.

Support Plan and Risk Assessment

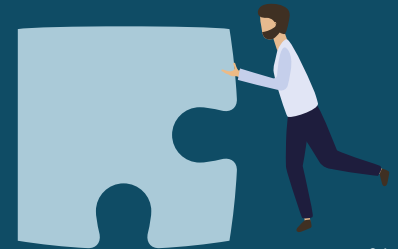
We will write a support plan which will help us support you.

We will review any risks and discuss any changes we need to make to keep you safe.

Review

We will regularly meet with you and check you are happy with your support.

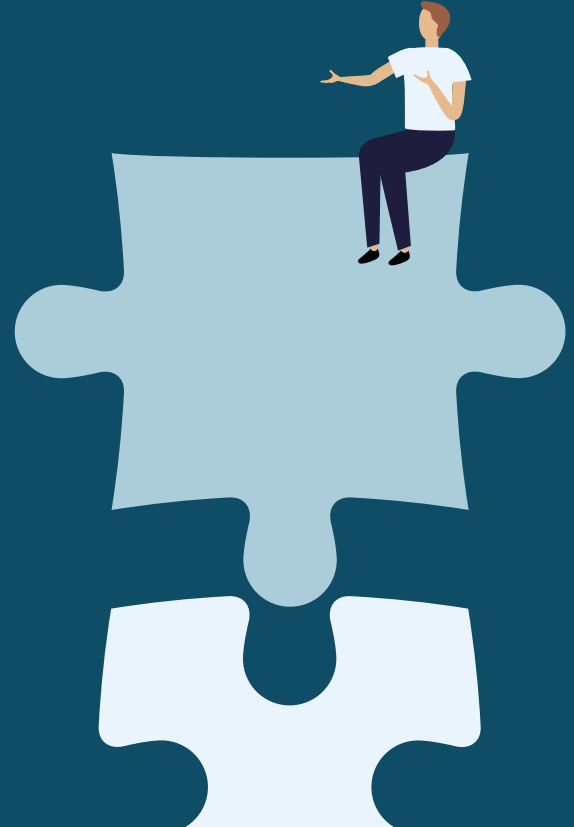
If you are not happy, we can talk about changes to your support.



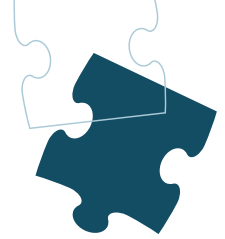
What We Believe In

Each person we support has the right to be:

- ▲ Treated as an individual person
- ▲ Supported by people who understand them
- ▲ Respected and happy
- ▲ Safe from harm
- ▲ Encouraged to make choices
- ▲ Involved in decisions about them



What We Do



**Help you go out into
the community**



Keep you safe



Listen to you



**Help you to make
decisions and plans**



**Help with paperwork
and paying your bills**



**Help you in your
home and with
your shopping**

Who We Are



Natalie

Managing Director

0800 246 5307

Natalie can help with:

- Staff members
- Setting up your support
- Funding
- Problems you may have
- Compliments or complaints
- Keeping safe



Linda

Operations Manager

0800 246 5307

Linda can help with:

- Staff members
- Your Support Plan
- Keeping safe
- Problems you may have
- Safeguarding concerns



Assistant Team Managers
and Team Leaders

0800 246 5307

They can help with:

- Your support
- Your Support Plan
- Safeguarding concerns
- Changes to your support
- Your rights and privacy
- Problems you may have



On Call

0800 246 5307

On Call can help with:

- Emergencies
- Your support visits
- Changes to your visits

Support Workers

Before we employ our Support Workers, they have an interview and we ask what their previous employer thought of them.

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

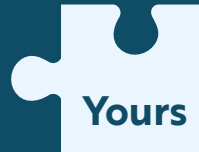
All of our Support Workers have to do training before they can work with us.



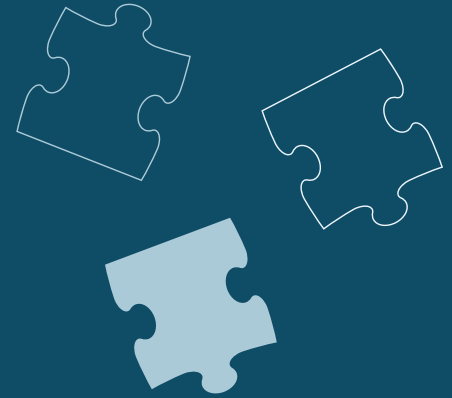
Responsibilities



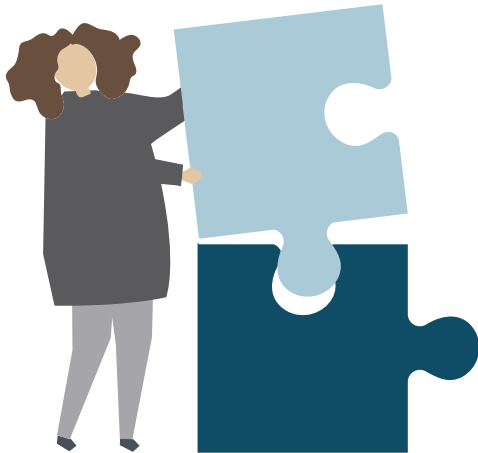
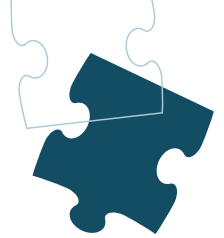
- ▲ Give you information in a way you will understand
- ▲ Let you know of any changes to your support
- ▲ Treat you with respect
- ▲ Listen to you
- ▲ Help you feel safe



- ▲ Tell us if you have a problem
- ▲ Tell us if we need to change your support
- ▲ Respect the people that support you



Privacy and Keeping you Safe



Our Support Workers must make sure that you are always safe and that your home is secure.

We will respect your home and your belongings.

We will only come into your home if you say we can.

Confidentiality

We will respect and look after your personal information at all times.

Your personal information is strictly confidential and we will ask for your permission if we need to share it with anyone.

In some situations, such as for legal or safeguarding reasons, we may have to share information with relevant professionals without your permission.

You can see any information held about you at any time by contacting the office.



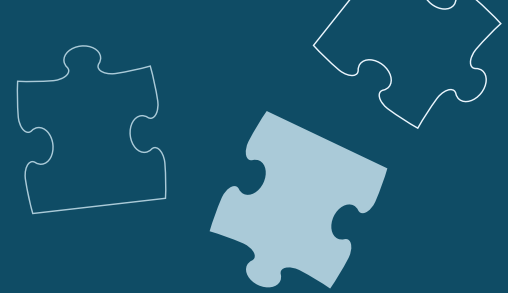
Your Rights

- ▲ To be involved in your care
- ▲ To tell us what you would like to do
- ▲ To make a complaint
- ▲ To help make plans

- ▲ To ask for our help
- ▲ To tell us if you have a problem
- ▲ To be safe
- ▲ To be happy



Protection from Abuse



Abuse is when somebody does something to someone else which causes harm or distress.

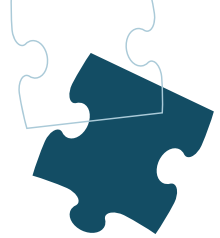
Abuse is **always wrong** and is **not** your fault.

If someone is abusing you or you think someone else is being abused, you **must** tell someone you trust as soon as possible.

Support Elite at Home is committed to preventing abuse by:

- ▲ Making sure our Support Workers respect and value people
- ▲ Making sure we employ the right people
- ▲ Training our staff on abuse prevention
- ▲ Making sure everyone knows how to make a complaint

Rules



Medication

If you need help with your medication, our Support Workers have been trained to help you.

We follow strict rules about helping you with medication.



Gifts

Our staff must not ask for gifts or money and cannot help you make your will.

We understand you may want to give small gifts to staff. Please call us to check whether this is ok.



Money and Finances

We encourage you to be in control of your money.

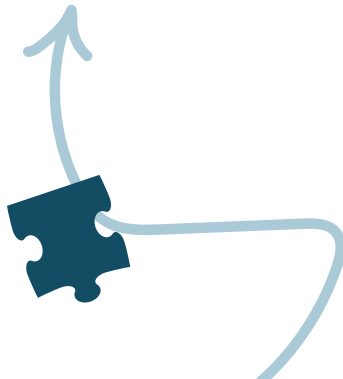
If you need any support with your money and finances, we will do it in a way you can understand.



Cancellations

Sometimes you may want to cancel a visit from our staff.

If you would like to cancel, please call the office on **0800 246 5307** or email us at **mail@seah.org.uk**

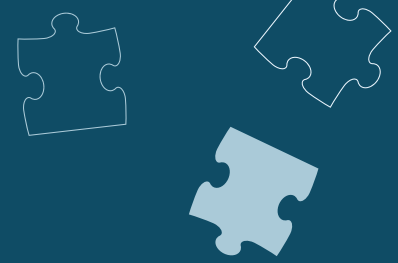


Compliments and Complaints

We welcome your feedback and ideas about how we can improve our service.

You can make a compliment or complaint by:

1. Calling **0800 246 5307**
2. Sending an email to **mail@seah.org.uk**
3. Visiting the website **www.seah.org.uk**
4. Filling in the **cut off postcard** at the back of this handbook and **posting** it to us, or **giving it to a member of staff.**



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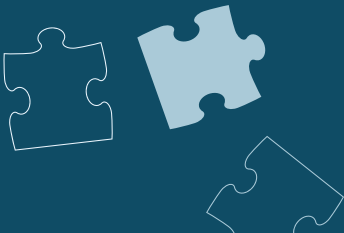
Mental Health Support Provider

10 Court Street, Madeley, Telford, TF7 5EB

T: 0800 246 5307

E: mail@seah.org.uk

www.seah.org.uk





Compliments, Complaints or Feedback





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The background is a dark teal color with several puzzle pieces scattered across it. Some pieces are solid white, some are solid light blue, and some are white outlines. The pieces are of various sizes and orientations, creating a sense of a larger puzzle being assembled.

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