



Support Elite at Home

Striving to Exceed the Expectations of Others

A Handbook for the People we Work With



Introduction



This handbook gives you information about Support Elite at Home.

We want you to be happy and to live as independently as possible. We will work with you and all of the people who are involved in your life to write a plan of how best to support you.

You can phone us if you want to talk to us about your support or about any worries you may have.

Support Elite at Home Contact Numbers

Our office is open from 9am to 4pm. You can call us on
0800 246 5307



If you need to contact us outside office hours, please call our On-Call team on **07538 826643**. They are available between 7am-9am and 4pm-10pm.

Our Services

We are a care and support organisation based in
Shropshire.

We provide support to people in their own homes,
the family home, or a shared home.

We specialise in supporting adults and young
people who experience:

- Learning disabilities
- Mental ill health
- Behaviours which others may find challenging





How We Work

Introductions and Assessment

Before support can begin, our Team Leaders will come out to meet you. They will talk about the things you may need some help with. They will also ask you questions about yourself and your life, the things you need to keep you happy, healthy and feeling safe.

Support Plan

After our Team Leaders have met you, they will write up your support plan. In your plan, it will have all your information including your needs, choices and how you want us to support you.





Risk Assessment

A risk assessment means looking at risks or problems. When our Team Leaders come to meet you, they will review any risks that could harm yourself or our staff. Our Team Leaders will discuss any changes we may need to make to make it safe.

Reviewing Support

Once support has begun, our Team Leaders will come out regularly and meet with you. They will check that you are happy with your support and staff. If you are not happy, we can talk about making changes.





What We Believe In

We believe that each person that we support has
the right to be:

- Treated as an individual person
- Supported by people who understand their needs
- Treated the same as everybody else
- Respected for their age, disability, gender, race, culture, religion, spiritual beliefs or sexual orientation
- Helped quickly with health and support needs
- Safe from harm and abuse
- Encouraged to make choices
- Involved in decisions made about them



What We Do

The support we provide could include:

- Going out in the community
- Learning new skills
- Keeping you safe
- Listening to you
- Helping you make decisions
- Helping you with paperwork
- Helping you in your home
- Helping you pay your bills
- Helping you with your shopping
- Helping you make plans
- Helping you meet people



Who We Are



Natalie - Managing Director

To speak to Natalie, please call the
Office on 0800 246 5307.

You can talk to Natalie about:

- Elite staff members and other professionals
- Setting up your support
- Funding
- Any problems you may have
- A compliment or complaint
- Keeping safe

Linda - Operations Manager

To speak to Linda, please call the Office on
0800 246 5307.

You can talk to Linda about:

- Elite staff members and other professionals
- Your care plan
- Keeping safe
- Any problems you have
- To report a safeguarding concern





Team Leaders

To speak to a Team Leader, please call the
Office on 0800 246 5307.

You can talk to our Team Leaders about:

- When Support Workers are coming to see you
- Your care plan and daily support
- Reporting a safeguarding concern
- Changes to your support
- Your rights and privacy
- If you are worried



Our On-Call Team



You can call our On-Call Team on **07538 826643**
between 7am-9am and 4-10pm Monday to Friday,
and 9am-10pm Saturday and Sunday. You can talk

our to On-Call Team about:

- If there is an emergency
- Reporting a safeguarding concern
- When Support Workers are coming to see you
- Time changes to your visits
- To cancel a visit

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

All our Support Workers have to do training before they start working with us.

Many people like to get their support from the same person. We will always try and make sure this happens, but sometimes when your staff are off sick or on holiday, we will find you a different person to support you.



Our Responsibilities

- We will always try to give you information in a way that you will understand.
- We will let you know if there any changes to your care plan.
- We will treat you with respect and be kind to you.
- We will listen to you and help you to get the information you need.
- We will help you feel safe.
- We will make sure our staff are fully trained and have the experience to meet your needs.

Your Responsibilities

- To tell us if you have a problem or concerns
- To tell us if there is something we could change to make your support better.
- Respect the people that work with you.
- Tell us if there are changes to when we can visit you.



Privacy and Keeping Safe

Our Support Workers know that they must make sure that you and your home is safe and secure at all times. We will respect your home and your belongings. We will only come into your home if you say we can.

All our Support Workers will have an ID badge with them. This will include:

- A photograph of themselves
- Their name
- Support Elite at Home and our telephone number



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 legal or safeguarding reasons, we may have to share some information with relevant professionals without your permission.

You can see your information when you want to by contacting the office.



You have a right...

- To be involved in your care
- To tell us what you would like to do
- To make a complaint
- To help to 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. Abuse 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 to our service users by:

- Making sure all our Support Workers respect and value people
- Making sure we employ the right people and checking they have been good workers in previous jobs
- Training our staff on how to prevent abuse
- Making sure everyone knows how to make a complaint

Medication

We want you to be as independent as possible but if you need help with your medication, our Support Workers have been trained to assist you.

You will help us to write down some strict rules about how you want to be supported with your medication.

Our Support Workers have to stick to these strict rules and will not be allowed to changed them.



Gifts

Our staff must not ask for gifts or money, and they are not allowed to help you to make your will.

We understand sometimes you may want to give staff a small gift to thank them for their work. Small gifts may be accepted but we cannot accept gifts over the value of £20.

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 that you can understand and trust.



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 call the On-Call Team on **07538 826643**.



Withdrawal of our Service

Withdrawing from our service means stopping all support with us. We will only do this after we have tried everything we can. This could be for a short time or forever. We will always let you know when our service will be stopping.



What To Do



The Office: 0800 246 5307

mail@supporteliteathome.co.uk

Our office is open 9am to 4pm, Monday to Friday.

You can call the office to discuss your support, funding arrangements and safeguarding queries.

Our address is:

10 Court Street
Madeley
Telford
Shropshire
TF7 5EB



If you want to raise a safeguarding concern, or you are worried about someone we work with or yourself, please call:

0800 246 5307

Complaints and Compliments

We welcome any feedback and your ideas about how we can improve our service. This means good things and not so good things that you, your family or friends want to say about Support Elite at Home.

All complaints will be investigated.

You can make a complaint or compliment by:



Calling us on **0800 246 5307**



Sending us an email at
mail@supporteliteathome.co.uk