



Churches Housing Association of Dudley & District

Supported Independent Living Service

Service User Guide

Registered Office:

Medway House,
98-99 Dixons Green Rd,
Dudley,
DY2 7DJ

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www.chadd.org.uk

CHADD Supported Independent Living Service

This guide introduces you to our service which offers the opportunity of support for vulnerable adults living in their own home.

CHADD Supported Independent Living Service is a personalised, safe and respectful service, provided by committed and highly competent people whose ethos is to empower the individuals they support towards independence, choice, rights and inclusion.

Our Vision – Supporting People Towards Independence.

In pursuit of this vision we work to enable people to live as independently as they choose within the community of Dudley. For people with enduring mental health problems this means having access to high quality care and support services that focus on the individual to encourage their independence and enable them to live a good quality of life in a secure setting of their own homes.

Our Mission - CHADD's Mission is

We believe that every individual has a right to a home which is suitable for their specific needs.

We put this belief into action by providing, or enabling people to access, real homes and flexible support services to meet these needs.

We aim to provide high standards in the design, management and maintenance of our properties and in the care and support that we offer to individuals and continually to look for ways to improve or develop our services.

For the benefit of our tenants, residents and service users, we work closely with other agencies and organisations and with the local community to create added value through partnership and collaboration.

At all times and in all that we do we value other people and treat each other with respect.

The Supported Independent Living Service provides the flexible care and support option which will enable people with enduring mental illness to remain in their own homes or supported living environments with appropriate personalised support which recognises their rights to dignity and choice and upholds the principles of freedom from stigma and discrimination.

Our Principles

CHADD will:

- promote equal opportunities;
- respect diversity and culture;
- understand the importance and limits of confidentiality;
- use a person centred approach when supporting service users;
- empower individuals;
- deliver care and support in accordance with an individual's personalised support plan;
- take a positive approach to risk and risk management.

We Value

- Trust and integrity
- Respect and diversity
- Responsibility
- Teamwork
- Continuous improvement
- Aspirational standards and achievement

Who are we?

CHADD – Churches Housing Association of Dudley and District is a local, voluntary sector organisation fulfilling a charitable and social mission exclusively in the metropolitan borough of Dudley. Registered as a Provider of social housing (Registered number LH2916) and as an Industrial and Provident Society (Registered number 22545R) it has the status of an exempt charity and as such is not required to be registered with the Charity Commission.

The Association is governed by a Board of Management currently comprising 10 voluntary members who are unpaid and bring a range of skills and experience to their role in the strategic management and direction of the Association and its business.

Rt Rev Graham Usher, Bishop of Dudley - Chair

Peter John, Vice Chair – *Leader of Personnel and Operations Committee and Chair of Wordsley Housing Society*

Graham Jones – Treasurer - *leads Finance and Audit (F & A) Committee*

Liz Walker – *Also CHADD representative on Wordsley Housing Society*

Stephen Dunne - *Member of F & A Committee*

Sally Huband - *Member of F & A Committee*

Linda Igwe

Beryl Nock

Charles Fraser MacNamara

Jill Davies

The day to day management of the association is undertaken by a dedicated senior staff team led by the Chief Executive, Jane Clarke and comprising:-

Beverley Greenidge – Operations Manager	Gareth Price – Finance Team Manager
Jillian Hartland – Service Manager -Young People	Karen Turnock – Special Projects Co-ordinator
Tony Griffiths – Project Leader – Young People	Di Stokes – Project Leader – Domestic Abuse
Angela Cockette – Support Services Coordinator	Kay Smith -Rowe - Project Leader – Domestic Abuse
Lynda Morgan – Service Manager- Mental Health	Beverley Rich – Outreach Team Leader

The Registered Manager for CHADD Supported Independent Living Service is

Mrs Lynda Morgan

Medway House, 98-99 Dixons Green Rd,

Dudley, DY2 7DJ

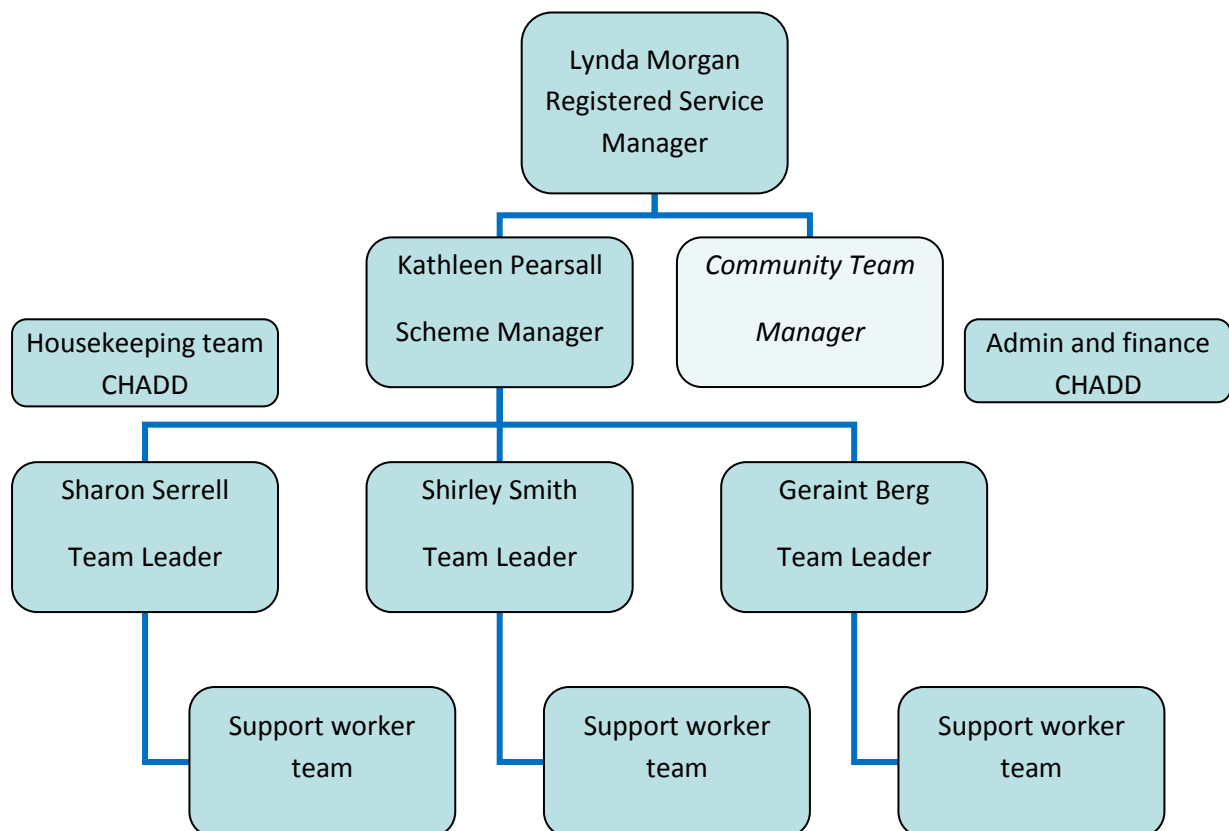
Telephone 01384 456465

Fax 01384 458939

Email lynda.morgan@chadd.org.uk

The Responsible Person is Jane Clarke, Chief Executive at the same address

Email jane.clarke@chadd.org.uk



The aims of this service are:

- To provide excellent standards of care and support services focussed on the needs of each individual to enable them to exercise maximum choice in their lives;
- To offer an individualised support plan tailored to the needs and aspirations of each person who uses our services;
- To promote people's human rights and support them to exercise those rights and live as fulfilling lives as possible within the community;
- To build all our relationships with service users and their families/carers on a firm foundation of integrity, honesty, safety and reliability, respecting people's rights, dignity and diversity;
- To involve people to be involved as far as they are able in all decisions which affect them;
- To employ, nurture and develop a highly trained and motivated workforce capable of providing for each person who uses our services a high quality of care and support in a professional and respectful manner.

A person centred plan is produced through consultation with each service user, including information about support/care needs, wishes, preferences and personal goals

Support we provide include

- support to enhance daily living skills-household duties, shopping for clothing and groceries
- support to prepare meals and clean up
- support to manage money and budgeting
- support to establish a home and to carry out general household responsibilities and maintenance
- support to use technology-telephone, computers
- support to access the community for appointments and leisure pursuits
- support to access Religions and Faiths of the individuals choice
- support to manage and maintain physical and mental health
- support to keep safe and access emergency services

Personalised Mental Health

- supporting individuals to take control in all areas of their lives
- supporting individuals to improve their knowledge of mental health
- support to feel empowered to make choices
- signposting individuals to other services/support to enhance their well being and to live a fulfilled life

Choices we can provide include

- The choice of a full restaurant service provided by a trained cook
- Domestic/Housekeeping service including Laundry

General personal care support with:

- Dressing and undressing
- Bathing, washing, shaving and oral hygiene
- Toilet and continence requirements
- Managing personal possessions and documents
- Mobility issues

Specialist Personal Care/Support:

There are aspects of the service that we provide which require our staff members to be trained specifically to undertake such tasks. The staff member will be trained in the procedure before performing the task with the service user by a fully qualified trainer.

Tasks requiring specialist training include:

- Catheter care – changing bags and monitoring output
- Support with eye or ear drops

Staff members will not undertake tasks that require the skills and expertise of clinical professionals. Such tasks include:

- Toe and finger nail cutting
- Ear syringing
- Any invasive procedures

CHADD Domiciliary Support does not provide nursing care services

Access to CHADD Supported Independent Living Service

We naturally want to ensure that all service users who wish to use our service are fully informed before they make their choice and where needed a family member/friend or advocate also have access to this information. We aim to ensure that the service user is at the heart of all that we do.

Respect and equality

CHADD believes that every individual has the right to be treated fairly and equally and accordingly will endeavour to ensure that this belief is translated into practice in the treatment of people in every area of its operations and influence.

Our commitment is one of respect and treating people as individuals, as such we are committed to removing discrimination, victimization and harassment in all of its forms; actively promoting quality and equity in service delivery and employment practices.

CHADD is committed to the prevention of abuse in any situation over which it has influence and control. Our Mission is to provide support to people who may be vulnerable and in need. This puts our staff and Board in a position of power and trust over those people, and places upon each one of us the responsibility to promote an abuse-free environment within our supported projects and in our working environment.

Dignity

CHADD believes that being treated with dignity and respect is a founding principle of high quality service provision.

We believe that high quality services which embrace dignity and respect are likely to make a positive contribution to an individual's mental and physical wellbeing which will promote independence. Conversely, the absence of dignity may have a detrimental impact on wellbeing. We therefore will seek to ensure dignity is embedded in the delivery of all our services to our service in our supported accommodation and in the community.

CHADD believes that dignity means: Being listened to---Being respected----- Being visible

We will seek to ensure our services are underpinned by these three core values. In particular, we expect that all housing and support services whether provided directly or indirectly actively promote dignity by ensuring services:

1. Have a zero tolerance of all forms of abuse
2. Support people with the same respect you would want for yourself or a member of your family
3. Treat each person as an individual by offering a personalised service
4. Enable people to maintain the maximum possible level of independence, choice and control.
5. Listen and support people to express their needs and wants
6. Respect people's right to privacy and confidentiality
7. Ensure people feel able to complain without fear of retribution
8. Engage with family members, carers and other agencies as our support partners
9. Assist people to maintain confidence and positive self esteem
10. Act to alleviate people's loneliness and isolation

Dignity is a safeguarding matter

"Zero tolerance of abuse" is the first of the dignity challenges and the absence of dignity from the delivery of support and care services may develop into a safeguarding matter. Treating a person with dignity and respect can act as a key safeguard to avoiding those factors that may contribute to abuse and neglect taking place in the delivery of services.

We expect that staff and people who use our services are supported to raise concerns where they see poor practice and that this will be treated in a positive manner.

CHADD will ensure compliance with these standards through our monitoring and review mechanisms.

Complaints Policy and Procedure

In providing services to Service Users and prospective Service Users, CHADD endeavours to achieve a high standard, together with a friendly and approachable manner. There will, however, sometimes be occasions when things go wrong.

When there are complaints about our service, or that of an agent working on CHADD's behalf, it is most important that these are treated seriously and fully investigated.

The Complaints Procedure should be made public to all concerned and people should be encouraged to voice their opinions regarding the standard of the service they receive from us.

Through listening to feedback we can improve our performance in the future.

Written or verbal complaints will be treated with equal importance and responded to within 14 days of receipt.

There is a detailed complaints procedure and a user friendly leaflet covering this matter.

Anyone who feels that our normal Complaints Procedure has failed to resolve their complaint can appeal to The Care Quality Commission or Dudley MBC.

Anonymous complaints

CHADD will not normally deal with anonymous complaints under this procedure, although these may be investigated if they raise a matter of concern.

CHADD is committed to dealing with all complaints fairly and impartially and treating all those making complaints with respect. Complainants are expected to show the same respect for members of staff and contractors. Abusive, offensive or threatening behaviour is unacceptable and will not be tolerated.

Summary of our service

CHADD Supported Independent Living Service is there to support people who have vulnerability through age and mental ill health, but to empower them to enjoy the best life they can and create dignity, independence, social inclusion and choice within a homely environment specific to their needs.

We want to help them to attain quality of life in their later years that is rooted in the belief that they have the right and capacity for a settled and fulfilling role in their community.