

creative SUPPORT



INTRODUCING CREATIVE SUPPORT

Welcome to Creative Support.



1. Who are Creative Support?

Creative Support is a 'not for profit organisation'. This means that any money that we make, we spend to make better services.



Service Users like you are the most important people to us and we like to know what kinds of services you would like.



Creative Support now has lots of different projects all over the country including North West, North East, Midlands, Lancashire, Cheshire, Merseyside, Yorkshire, Bedfordshire, the South East and London.



Creative Support started in 1990 and it used to be called 'Manchester Housing Consortium'. Then in 1993 it changed its name to Creative Support.



2. What help does Creative Support Offer?

Creative Support currently offers lots of different help for adults over the age of 16 with learning disabilities, mental health needs, challenging behaviours and autism.

We can offer staff support all day & night. We have staff that can come to your home to help you, and staff who can help you to go out.

Creative Support also has some Day Centres where you can spend the day with staff and other people.



3. Manager of Creative Support

Anna Lunts, Chief Executive

Who is Anna Lunts?

Anna has been the Chief Executive of Creative Support for 18 years.

Anna has 26 years experience of working in health and social care, including 10 years NHS experience in mental health nursing and project management. Anna's qualifications are BA in Economics, RMN (Registered Mental Nurse) and Counseling.



4. Paying for your Support

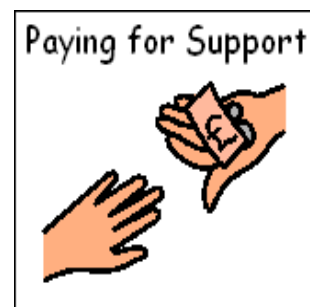
To receive support from Creative Support you will have to have an assessment of your needs by Social Services. They will look into what money you receive. Some of this money will be taken by Social Services to pay us.

Individual Service Users will have been assessed by the City Council as to how much money they will have to pay towards the cost of care they are receiving.

You can also use our service if you receive Direct Payments of I.L.F.

Individual Service Users will be required to pay for any expenses whilst out on their service. For example, petrol, bus fares, admission fees etc. You will be sent an invoice every month.

If you wish Creative Support will help you to manage your money and budget to pay your bills.



5. About Your Support

You will need a Care Manager to help you to access help from Creative Support.

Your Care Co-ordinator will have to assess what help you need and this will help us to put together your support package.

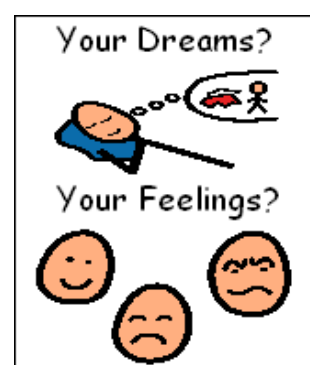
You will be fully involved with this plan. We will need to know what your feelings, wishes, hopes and aspirations are and then your support will be made to meet these.

We will re-look at your plan every 3 months to make sure you are still happy with it and that it is still working for you.

6. Confidentiality

Any information about you is private. We will not tell anyone else private information about you unless we feel that they 'need to know' and it is in your best interest.

We may have to tell someone about you if we feel you are at risk from harm. We are required to do this by law in line with the Governments Safeguarding Adults Policy "No Secrets".



7. Support Workers

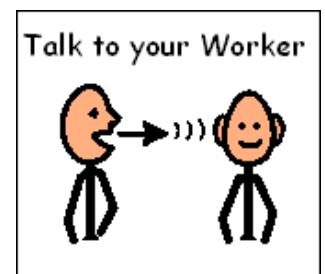
Creative Support has a key worker system in place, which means that you will soon get to know and trust your workers and our team.



**What does a Support Worker do?
What are their roles and responsibilities?**

Your Support Worker is there to help you in your every day life, for example:

◆ Support Workers will be there to talk about any problems you may have and to offer reassurance.

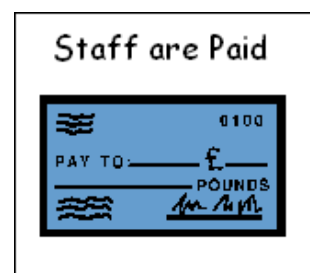


◆ They are there to help with things that you may find difficult to do by yourself, practical help like budgeting, dealing with benefit agencies, attending appointments or cooking and shopping.



◆ They can offer emotional support or speak on your part and can also help you to access activities like the gym, cinema, college, library, discos and pubs etc.

◆ Support Workers are paid for the work that they do with you. Unlike a friendship, they should never talk to you about their own problems. Support Workers can talk with their managers if they have any problems.



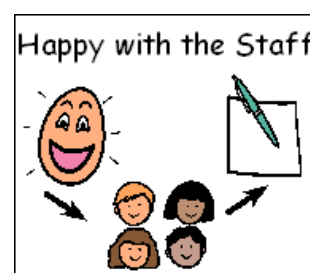
◆ Staff cannot give out their home address or home phone numbers. Staff cannot socialise with you other than in planned activities that may be part of your support plan.



◆ Staff are not allowed to accept gifts from you. They must never borrow any money from you and you should never ask to borrow money from them.



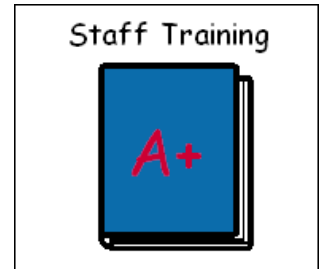
If you are pleased with how your Support Worker or team has worked, you can nominate them for either an *Individual Achievement Award* or for *Team of the Month Award*. There are forms for this.



Qualifications of Support Workers

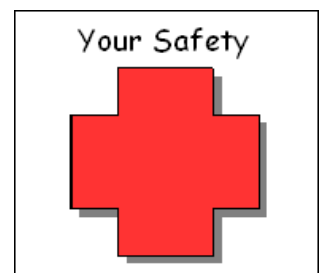
Your Support Workers will be trained in all areas needed to support you the best way they can.

If you have any special needs, Creative Support will make sure they know all about them and be able to support you in the best way possible.



8. Risk Assessment

If you have difficulties in any areas and need more support and assistance, we can give you this. It will be written in a risk assessment. Your safety and your Support Workers safety are important at all times.

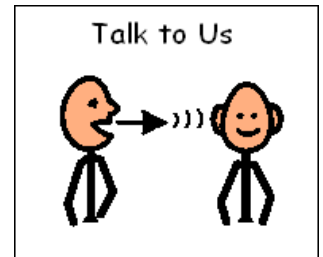


9. The Complaints & Compliments Procedure

We want to give you the best care and support possible. It is important to us that you feel happy with the support you are receiving.



If you are not happy about something we would like you to tell us about this. You can talk to your Support Workers or to a manager if you would prefer.

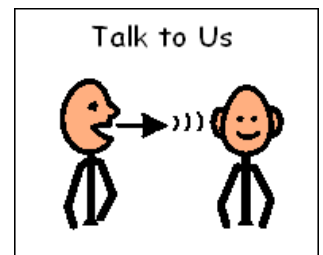


If you need to make a complaint you will:

- ◆ Be taken seriously.
- ◆ Your complaint will be confidential.
- ◆ You will be given any support you may need.
- ◆ You will be treated fairly.
- ◆ You will be told of what will happen with your complaint.



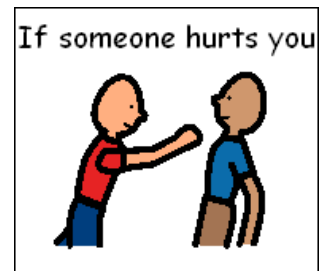
If somebody is hurting you or being unkind to you, you must tell somebody in your support team and they will offer you support.



You will never be expected to receive support from somebody who treats you badly.

10. Abuse or Bad Treatment

Creative Support is there to protect you from any form of abuse. Your safety is the most important thing to us.



11. The Care Quality Commission (CQC - formerly CSCI - Commission for Social Care Inspection)

We are registered with the CQC in all the areas we work in.



You will be provided with the local CQC office contact details. CQC can be contacted at any time regarding a complaint.

12. Social Services

You will also be provided with the contact details for your Health and Social Services Department, Community Team for People with Learning Disabilities.

They can also be contacted at any time regarding a complaint.

13. Contacting Creative Supports Out of Hours "On Call" Number

Creative Support offers help and support to you and your staff team 24 hours a day.

If you need help, advice outside of office hours there will be senior member of staff available on the telephone.

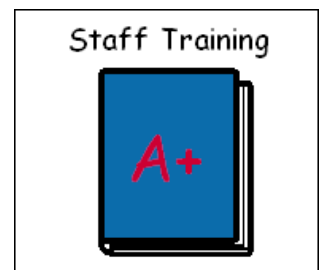
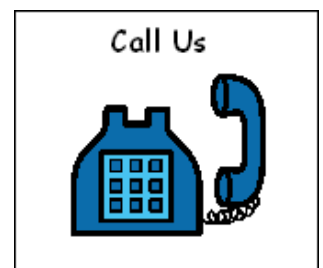
You will be given a special number to call. You will need to leave your name and phone number and someone will call you back straight away.

14. Checks on Your Service

Creative Support wants to give you the highest level of support possible.

Your Support Workers will receive lots of training around your needs.

Members of the management team will do regular reviews to check that everything is ok.



You and your family can meet with managers at any time if there are problems with your support.

You will be asked to fill out a Quality Audit questionnaire every 6 months about how you find your support.

Creative Support has won a number of awards for the high level of support we offer to people.



15. Details of Insurance Cover

Creative Support has all the insurance policies needed for your protection.



16. Health and Safety

Creative Support will make sure that all your Support Workers understand about Health and Safety.

Creative Support will provide all the equipment your Support Workers may need such as aprons, gloves and wipes etc.



17. Arrangements for Staff Cover

Creative Support will always ensure that you have support 24 hours a day.

We will never allow for all your staff team to be on holiday at the same time, so you will always have some familiar people to support you.

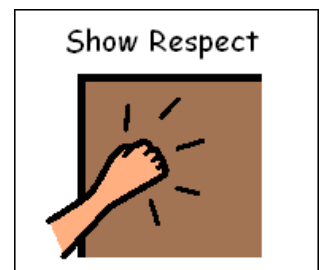
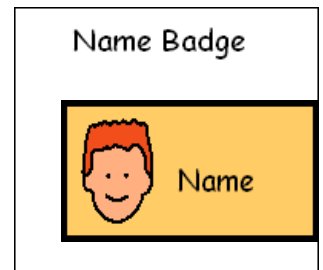
Creative Support has staff who can cover if any of your team are off sick. We will try to ensure you are not left without support.



18. People Coming In and Out of Your Home

All Creative Support staff have identification badges with their name and photograph on. If you do not know somebody, you should always ask to see their badge.

Staff should always knock on doors in your house before entering. It is your home and they should show such respect.

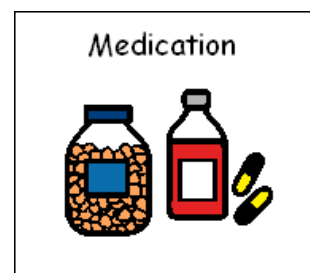


19. Medication

If you need support with medication Creative Support will support you to order your tablets from the chemist.

All staff can have access to training in medication and how to give it to you if you need it.

They will be regularly tested to make sure they are dealing with your tablets correctly.

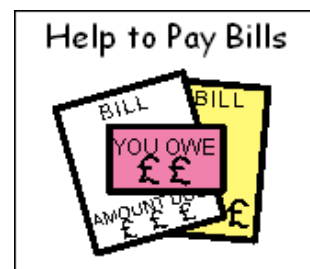


20. Finance

Creative Support will offer you all the help you need to manage your money.

They will make sure you are getting all the benefits you should be.

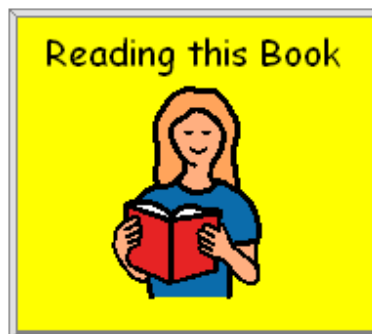
We will help you to pay your bills and to save money if you want to go on holiday or buy something more expensive.



All staff will be trained in how to help you manage your money.

Creative Support has a finance support worker who will make sure you always have enough money and that nobody is abusing your money.





**Thank You for taking the time
to read this booklet.**