

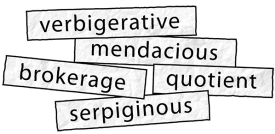


# Services that Care customers can expect from Papworth Trust

Our caring staff can look after you and meet your needs and goals for you and your families, giving you independence.



# Contents



Useful words

Page 1



Joining our service

Page 2



How we will support you

Page 9



Getting involved and taking part

Page 11

# Useful words



**Goals** – this is something that you want to do or anything new that you want to learn.



**Independence** - this is making your own choices and being in control of your own life.



**Support plan** - A support plan is where we write down how we are going to care for you.

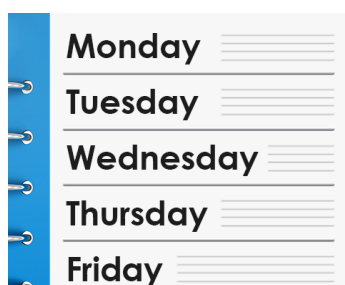


**Support worker** – A support worker is someone who works for Papworth Trust and helps you.

# Joining our service



## We want to do the following:



If you or your family contact us, we aim to respond to you within 5 office working days.

Our Office working days are Monday, Tuesday, Wednesday, Thursday and Friday.



If we can meet your needs and help you, we will complete a form called an Initial Assessment within 14 working days of meeting you and involve all important people in your life.



We'll have a document called a support plan ready by the time your support starts, this is in place to make sure you are happy and healthy.



Within 3 months of joining us, we will have your support plan ready. If your needs change, we can update this.

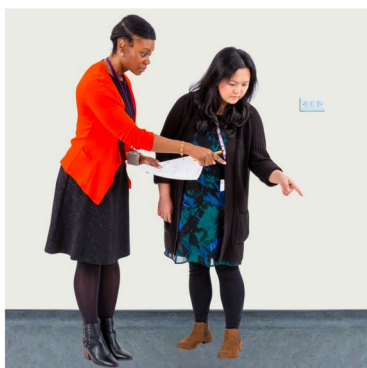


We will give you clear and easy information to support you.



Staff will communicate with you in a way which suits your needs.

## We will check how well we're doing by:



Having checks in place to make sure we are doing what we said we would do.



Asking you and your family or carers tell us what you think.



Making sure our staff receive training.



Looking at your support plan.

# How we will support you



We will create a support plan with you that is just for you.

## We want to do the following:



We will listen to your goals and create a plan.



We will support you do the things you have planned to keep you safe.



Find other organisations who can also help you. An organisation is a group of different people who work together. Papworth Trust is an organisation.



Talk to you to make sure your support plan is working for you.



**Private**

We will make sure you have your privacy.



We will support you to pay your bills and rent.



If you need it, we will help find additional support.





Keep your information safe and ask you before we show it to anyone else. You can also see the information we keep about you.



We will support you to receive Independent advocacy services if you need it.

Independent advocacy is about giving people as much control as possible in their lives.



**Understand**

It helps people understand information, say what they want and what they need; and get the services they need.



When we speak to you, we will give you time to answer any questions we ask you.



If your support worker is ill or on holiday we will do our best to get you a support worker of your choice but sometimes this might not be possible.



If needed, we will support you to buy specialist equipment and help you understand how to look after it.



We will work with you to manage medication, and this will be in your support plan.



We will support you in attending yearly meetings with friends, family, and specialist services.



Protect you from any form of abuse or improper treatment whilst receiving our care. Abuse is when someone says or does something to hurt you or make you feel bad.



Make sure you have all you need to stay healthy, happy and safe.

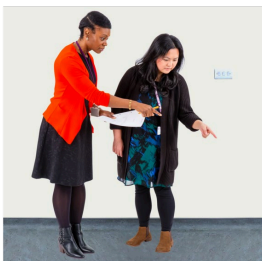


We will work towards an Outstanding care service.



We will make sure staff are trained and have the skills to support you.

## We will check how well we're doing by:



We have checks in place to make sure we are doing what we said we would do.

# Getting involved And taking part

We think that getting you involved is important. We want you to tell us what you think.

## We want to do the following:



Every 3 months we will ask for feedback from you and your family.



Involve you and your family in helping to make our service better.



We aim to respond complaints within 10 working days. A complaint is when you tell someone you are unhappy with something.

# We will check how well we're doing by:



Look at what feedback you have given us every 3 months



Every year staff will look at the complaints and compliments they have received to improve for next year.



A compliment is when you tell someone you are happy about something.