

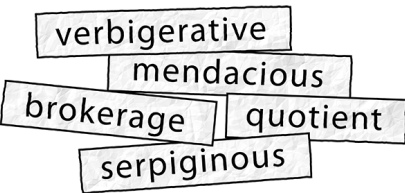


# Services that Day Opportunities customers can expect from Papworth Trust

We really care about what we do and work hard to understand the people we support - knowing their likes and dislikes, interests, needs, and goals. We want to give great sessions, making sure we meet your needs.



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# Useful words



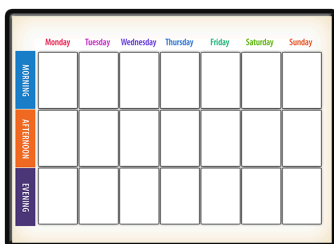
**Caseworker** – a caseworker is a member of staff at Papworth Trust. They are here to help and support you, to try new things, learn something new and make sure that you are enjoying coming to the service.



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



**Support plan** – this tell us all about you, your needs, likes, dislikes and if you need help with anything.



**Timetable** – a plan that tells you the date and time that activities take place.

# Joining our service



When joining our Day Opportunities service, we want to do the following:

Monday	_____
Tuesday	_____
Wednesday	_____
Thursday	_____
Friday	_____

We will reply to your letters, emails, or website questions within 5 working days.

Working days are Monday, Tuesday, Wednesday, Thursday and Friday.

Monday	_____
Tuesday	_____
Wednesday	_____
Thursday	_____
Friday	_____

Have you come to visit our centre within 7 working days.



We will give you a Caseworker to help create the right plan for you.

This is a member of staff that works at Papworth Trust and their job is to help you.



Talk to you about your goals, skills and needs and write these down.



Give you a programme of activities that is personal to you.



Provide clear, simple information to support you.

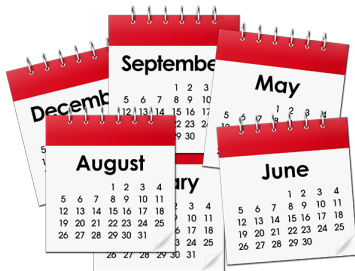
# How we will support you

We will support you to attend the service and achieve your goals.

## We want to do the following:



When you join the service, we will make a plan with you. This is called a support plan.



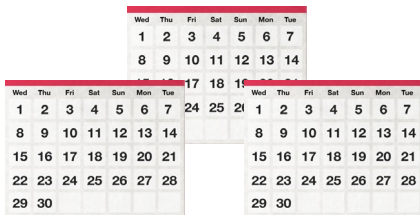
We will look at this support plan with you every 6 months.



Every 12 months we will look at the plan with your family or your carers.



In the first month of joining the service, you will see your Caseworker every week.



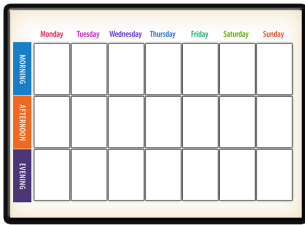
After this month, you will meet with your Caseworker every 3 months.



Keep you safe and healthy when you attend our service.



Make sure our staff and volunteers are trained to support you.



Give you a choice in what activities you can do at our service and change the timetable regularly.



If you want to, we can help you to volunteer, get work experience and find a job.



**Confident**

Increase your confidence and give you a choice to stay or move on from the service.



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 share your success stories only if you have said we can.





We will check on a regular basis  
you are safe doing the activities.



We will ask for you and your  
family or carers to tell us what you  
think.

# 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:



Ask you what you think of the service every 3 months.



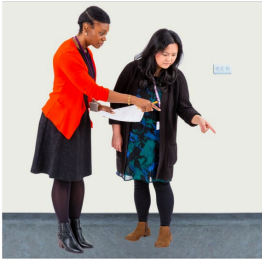
Ask your family or carers what they think of the service every 3 months.

We will listen to what you tell us and let you know the changes that have been made.

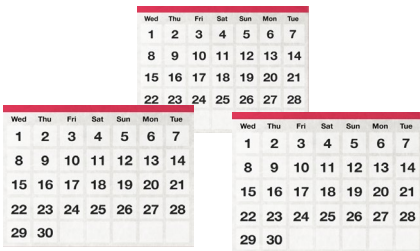


We will respond to complaints within 10 working days. A complaint is when you tell someone you are unhappy with something.

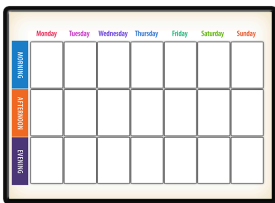
# We will check how well we're doing by:



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



Every 3 months we will check how well you are doing.



We will offer lots of different activities on the timetable for you to choose.



Every month we will share positive news stories.



We will look at the number of customers that joined the service each month.



We will check that the staff have received the correct training.



We will ask for your feedback every 3 months to see if you are happy with us.



We will listen when you give us compliments or complaints.

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

A complaint is when you tell someone you are unhappy about something.