



Service User Guide



Providing inclusive quality support for adults with learning disabilities and complex needs.

What we do

Ivy Care was established in the year 2000 to provide support for adults with learning disabilities and complex needs and offers residential support in West and South Yorkshire.



The aim is to enable people with learning disabilities to live as independently as possible by receiving the care and support consistent with their individual needs whilst using a progressive approach.

We embrace lifelong learning and provide responsive and flexible support packages to help empower the individual to achieve their goals, dreams and aspirations.

Ivy Care can support people to develop their daily skills and gain independence through access to community facilities and finding the right organisations that can contribute to the person we support developing their interests, building their skills and social networks, a sense of purpose and community presence.

For more information about our Individual services please ask to see our Individual service sheets.

Ivy Care Mission Statement

'Providing inclusive quality support for adults with learning disabilities and complex needs, ensuring they are involved in every step of their personal pathway'

Using a progressive, outcome based approach our aim is to provide 'Inclusive Quality Care':

Inclusive - empowering the people we support to exercise choice, find their voice and enable them to express themselves and achieve their goals.

Quality - ensure we provide a safe, effective, caring, responsive, well-led service and evidence this in the outcomes for people who use our services.

Care - provide care based on Ivy Care's Values, the basic guiding principles of everything we do.

**'Individuality, Choice, Independence,
Rights and Privacy'**

Ivy Care Values

Individuality

Providing support based on your needs, wishes, choices, beliefs and values.



Choice:

Give you information in a way that you understand to help you make decisions.



Independence:

Help you do things for yourself. This means not leaving you to cope alone but agreeing the support you need and want.

Rights:

You have the right to speak your mind and be kept safe from harm as well as the right to respect, dignity and equality. Respect the rights of other people too.



Privacy:

You have the right to private space and time when you need it. This includes where we support you and only you discussing private information with those who have permission to know.

Aims and Objectives

- Promote Independence and choice.
- Support the changing needs of individuals.
- Use a Person Centred approach.
- To develop social skills.
- Provide a safe and flexible environment.
- Provide learning and development.
- Promote participation and progression.
- Promote equality and diversity.
- Work in partnership with all relevant agencies.
- Seek feedback and identify improvement.



Getting to know you



Ivy Care will take time to get to know you.

We will already have some information about you and the support you need to keep you healthy and safe.

You will have a named staff team who will spend time with you to find out about what is important to you and how you wish to live your life.

Your named staff team will write all this information in a 'support plan' and help you complete your Health Action Plan.

To make sure we are doing the best for you, we will arrange regular meetings with you to listen to your views and update your support plan.

We will help you set realistic goals so you can develop the skills you need to lead a fulfilling life. These goals will be reviewed regularly.

Your Support Contract



You will be provided with a Support Contract.

This will give you information about the support Ivy Care will provide.

It will tell you about how much this support will cost you and give more details about what we are able to provide and also what we can not provide.

It will also give details about how to end the Support.

Things your support plan might include:

Support with personal care:

This might include help with washing, bathing and shaving.

Support to use the toilet or dress and undress.



Support with money:

This might include help going to the bank and putting a budget plan together.

Help with shopping.



Support to keep healthy and safe:

This might include help with cooking and domestic tasks.

Taking exercise.

Developing risk assessments with you so you know what the risks are and how you can manage them.



Support with Activities:

This might include
Meeting and making new
friends.
Keeping in touch with
family.



Support with education and employment:

This might include help
finding out about courses or training.
Going to college
placements.
Going to work placements.



Please ask our staff for more information about local
amenities and public transport, they will be happy
to help you.

Keeping you safe from Abuse



Abuse is when someone does something to you which hurts you or makes you feel upset or frightened.



Someone can abuse you by:

Hitting you or hurting you.



Touching you in a way you don't like.



Shouting at you or calling you names.



Taking your money or things that belong to you.



Not giving you the support you need or making you do things you don't want to do.



The person who does these things can be staff, family, another person with a learning disability, someone else you know or a stranger.



It is always abuse when someone does these things.



You should always tell someone if you think you have been abused.



It will be kept private and we will only tell people who need to know to keep you safe.



You can tell your support staff, a manager or anyone else who works for Ivy Care.



The Operations Manager is Shane Parnell and you can tell him. His phone number is 01226 288277 or email shaneparnell@btconnect.com



You can also tell someone from your social work team. Please ask staff for the contact details if you don't already have these.



You can tell the Care Quality Commission who inspect our services and make sure we are doing our job well. The number is 03000 616161 or you can e-mail them on enquiries@cqc.org.uk



You can also tell the police by phoning 999 or 111 (*non-emergencies*).



We will listen to you and make sure you are safe straight away.



A social worker or the police will help us to find out what happened.



Then we will all make a plan to keep you safe and stop it happening again.

If you aren't sure about something that has happened

Report it—Straight Away!

Compliments and Comments

We welcome feedback from all individuals involved with Ivy Care, this can include relatives, care managers and commissioners.

By seeking feedback we can make improvements to the services provided so that these continually meet the needs of the people we support.

- You will be invited to attend a service user meeting.
- You will also have an opportunity to get involved in our Service User Forum. Please ask a member of staff for more details.
- We will also send out questionnaires to seek feedback, so that we understand what is working and what is not working as part of the support that we provide.



If you have any comments or you wish to read the comments of others, please ask staff to see the Compliments and Comments file.

Complaints

Please ask staff for a copy of our full Complaints policy.

If you feel that something is not quite right or you have a complaint and you want to talk about this with somebody, the staff will always make time for you.

Staff will discuss any problems or concerns that you may have and will always try to find a way to make things better for you.

If you feel that your concerns have not been listened to and you want to talk about the problem or concern with somebody else you should firstly speak to the Service Manager of the service.



If you remain unhappy with the outcome you can ask to meet with the
Operations Manager
Shane Parnell
Ivy Mead, Littleworth Lane,
Lundwood, Barnsley,
South Yorkshire, S71 5RG.

If you still remain unhappy and the problem has not been resolved you can ask to meet with the General Manager,
Christine Gale
Ivy Mead, Littleworth Lane,
Lundwood, Barnsley,
South Yorkshire, S71 5RG



If you feel the problem is serious and has still not been resolved you can contact the Care Quality Commission, we will help you to do this or you can contact them yourself:

Tel: 03000 616161
Email: enquiries@cqc.org.uk
Website: www.cqc.org.uk

Attach Business Card for relevant Service Manager.



Head Office: Ivy Mead, Littleworth Lane, Lundwood,
Barnsley, South Yorkshire, S71 5RG
Tel:01226 288277