



Rossendale Trust

Supported Living Service

Tenant's Guide

Contents

About me

1 Purpose of this guide

2 About your home

3 Our aims, objectives and principles

Your choices and preferences

Your privacy and dignity

Your independence

Confidentiality

Your Support Plan and Person Centred Plan (PCP)

Reassessing need and reviewing care and support input

Your health and welfare

About the staff who support you

Your health, safety and security

4 What support can we provide

5 Working together

6 Benefits

7 Our commitment to quality services

Our policies and procedures

Quality assurance and inspections

Surveys and tenants' meetings

8 Your complaints, compliments and suggestions

9 Contact details

About me

(Fill this in only if you want to)

My home address is:

My care and support needs will be overseen by someone called a Group Leader.

My Group Leader is:

My Group Leader will work together with my social worker.

My social worker is:

The person helping me with this guide is:

And my name is:

1 Purpose of this guide

This guide gives you information about your home, and your care and support provided by the Rossendale Trust.

We hope it will answer some questions you may have, help you understand the service we provide and tell you what you are entitled to expect.

If there is anything you want to know which is not covered, or you want something explained again, then please ASK. This will help you and help us to improve this guide.

If you want to, you can keep your copy of this guide in your own room.

2 About your home

Your home is where you live. You have your own bedroom where you can keep your own personal possessions. You can choose how you want it decorated and what furniture you have in your room.

You share a kitchen with other tenants. Depending on where you live, you may also share a dining room (where you sit down to eat at mealtimes) and a lounge (where you can watch TV). Your home also has bathrooms, showers and laundry facilities.

The staff from Rossendale Trust help you run your home, help you prepare meals, help you do the washing and so on. We will support you to live your life as you wish.

If there was a place for someone to share your home with you, we will ask you and other tenants to be involved in choosing who the new tenant is. This would mean you getting to know the person to see if you would be happy for this person to come and share your home.

3 Our aims, objectives and principles

Rossendale Trust's job is to provide care and support for you in your own home, at times convenient to you, and in ways you find agreeable.

We believe that your rights are paramount as is the need to work in partnership with you and others close to you.

Your choices and preferences

We will respect your right to choose, your individuality, your wishes and preferences.

We will respect your right to have your own opinions and beliefs.

Your privacy and dignity

We will keep you free from unnecessary intrusion or unwelcome attention.

We recognise your value as an individual and work in a way that maintains your self esteem and dignity.

Your independence

We will help and encourage you to be as independent as possible in managing your own needs and life experiences. This means we will help you do as much as you can, and wish to do, for yourself.

We will support you by carrying out risk assessments where needed to protect your health and safety and ensure any risks are acceptable.

We will support you to join in with the community around you.

Confidentiality

Keeping information about you confidential (private) is one aspect of your privacy and dignity. We have a responsibility to keep any personal information about you confidential. This means we won't let others see information about you unless they need it to support you. These people might include your support workers, advocate or your social worker.

We will keep confidential information securely so that people not directly involved cannot get access and see it.

You have the right to know what is being said or recorded about you and should be involved in any meetings concerning you whenever possible.

You have the right to see information about you and you can tell us if you think any information we have about you is wrong.

Staff will be discreet when dealing with your personal affairs, and when providing care.

Sometimes we may have to let other people see the information about you. We would only do this where someone might be in danger, and only after careful thought and discussion with relevant people.

Your Support Plan and Person Centred Plan (PCP)

We will assess your support needs and agree a plan for the care and support we need to provide for you. This is your Support Plan.

We will also help you prepare a Person Centred Plan. This explains about your life, what you like and don't like, and what you like to do.

These plans include information on your personal care needs, any support you need with medication and so on. It also tells us what help you need in managing your finances, shopping and cooking for example.

These plans help other people to get to know you better and provide the care and support you need.

Reassessing need and reviewing care and support input

Over time your needs may change. You may need more, or less care and support, or the way in which we provide support may need to be changed.

So, again with your help, we will keep your needs under review and take decisions about the care and support accordingly. If at any time there are things about the care and support which you would like to change, let us know.

Rossendale Trust staff will ensure you have annual reviews with your social worker and will also arrange internal reviews with our Family Liaison Officer.

Your health and welfare

We aim to provide support which contributes to your overall personal and health care needs and choices.

We will make sure you are registered with necessary health professionals, including doctor/nurse and dentist. We will support you in arranging and attending appointments.

About the staff who support you

We will make sure that the appropriate numbers of staff are on duty to support you and any other tenants.

Your health, safety, and security

We will help you to protect yourself and others from harm and abuse.

We will explain the dangers of fire and ask you to practice fire safety evacuation drills.

If you need, we will support you with your medication, getting about, getting up and down stairs and so on. We will aim to maintain an environment and support structure where you are not exposed to unnecessary hazards.

4 What support can we provide?

We can support you in all areas of personal care including, bathing, dressing, eating and taking medication.

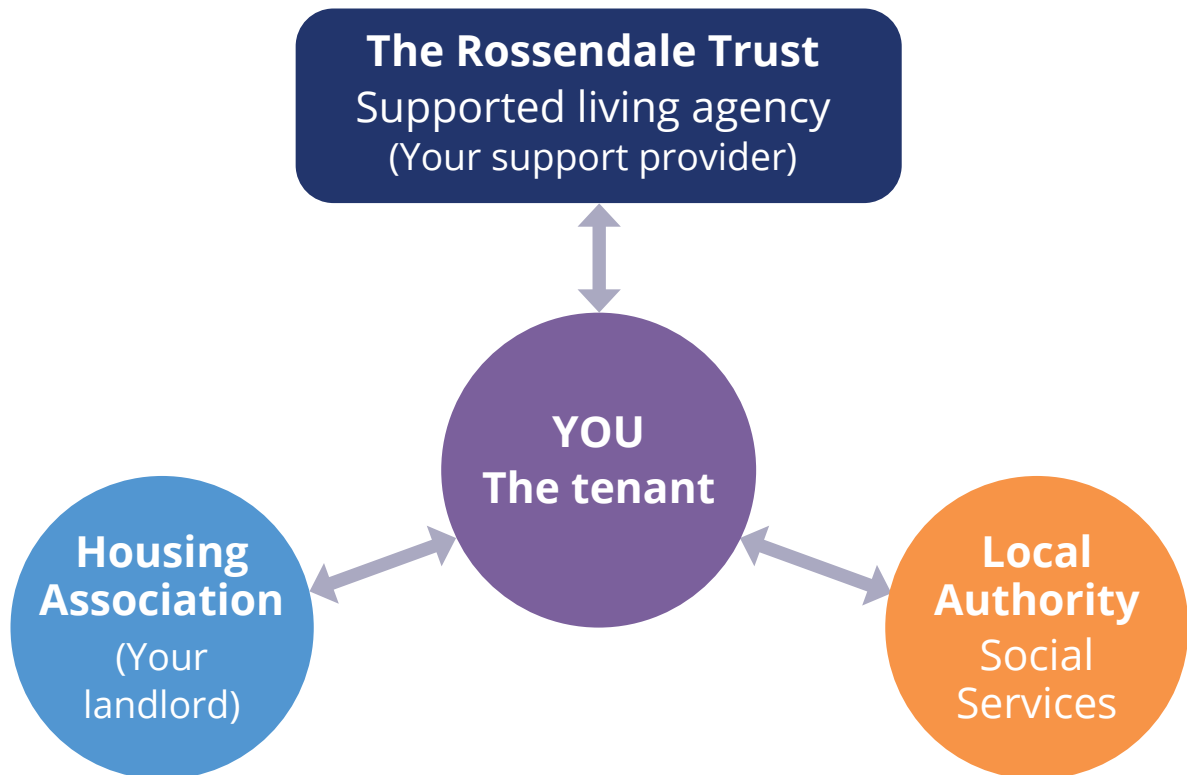
We can provide individual support and care around all areas of domestic care, for example, preparing meals, ironing, laundry and cleaning.

We provide individual support with everyday living, such as support with personal finances, accessing local facilities, maintaining health and wellbeing and maintaining a safe and secure home.

5 Working together

Rossendale Trust works in partnership with you, the local authority and your landlord. You can think of this as 4 'friends' working to help each other – you, your support workers where you live, your social worker and your landlord.

The diagram below might help you see this better.



The local authority (in conjunction with the Trust and the care staff) is responsible for your annual care needs assessment and determining your individual level of personal budget. Your personal budget is money paid to you which you then use to pay for the care and support you receive from the Rossendale Trust.

Your landlord is either a housing association (Onward Homes) or the Rossendale Trust (for tenants at Bank Street, Braeside Close, Thirlmere and Maple Avenue). You are the tenant. You rent your apartment or room from them, and in return, they keep it good order for you. This includes repair and maintenance of the buildings and of areas you may share with others such as the kitchen and dining room.

You will have a tenancy agreement which explains what your landlord agrees to do, and what you agree to do. If you want to know more about this, please ask one of the care staff to explain.

6 Benefits

The Rossendale Trust and the Local Authority will help you and those close to you to find out the level of benefits to which you are entitled. These help you to pay for:

- Your housing and accommodation.
- Your food and bills for electricity, telephone etc.
- Your activities, hobbies, holidays and your own spending money.

7 Our commitment to quality services

Our policies and procedures

Policies say what we want to do. The procedures set out what we do in practice. They are based on what we are required to do by law, and they set out good ways of working, sometimes called 'best practice'.

Quality assurance and inspections

As well as your support workers, sometimes you will meet other people working for Rossendale Trust when they visit where you live. They are working with your support workers to make sure we are providing the best care and support that we can. We will always ask you or your representative for your permission before someone visits you in your house.

Occasionally someone from outside the Trust will visit you at your home. These people may be from the housing association, the local authority or from the Care Quality Commission. They visit to make sure your house is OK, that we are doing what we should, that we are supporting you properly and treating you with respect. Again, we will always ask for your permission before anyone visits you in your home.

Surveys and tenants' meetings

Occasionally we will give you a survey. This will ask you questions about your care and support and give you space to write your answers and any comments. Surveys help us improve our service to you and the other tenants.

You can either fill in the form yourself or someone close to you can help you. If someone else helps you, they should write down the answers that **you** want to give. Your opinion matters to us most. We also give survey forms to your family and those close to you for them to give the answers **they** want to give.

You, or someone representing you (perhaps another tenant), will be invited to attend meetings at times. These are called tenants' meetings or the tenants' forum and are run by you, the tenants.

You can bring up anything you want at these meetings (For example, things you think are good about where you live, or things you think could be better). Someone at the meeting will make a note of what has been discussed, and if there are concerns or problems, they will try and make sure something is done about them.

8 Your complaints, compliments and suggestions

Rossendale Trust welcomes feedback on its services and the support it provides, especially from you, your family or relatives, and your friends. Complaints, compliments and suggestions are ways you can help us do things better.

A **compliment** is when you tell us we have done something well, or about something you really liked. If you think someone has been very helpful or done something really well, please tell us. You can give us compliments by telling someone, or by writing it down and giving it to a carer.

A **suggestion** is when you have a good idea about how something might be improved. You or your supporter can tell a support worker about your idea, or you can write it down and give it to a carer.

A **complaint** is when you are not happy with the way something has been done, to you or to someone you know. Or it might be something you don't like. This may be, for example, something about your care and support, or because someone didn't listen to you.

You and those close to you are best placed to judge our work and you have a right to complain. Your relatives or friends can complain if there is something that concerns or worries them. If you have a complaint ask someone you trust to help you. You or your supporter can tell one of your carers or write out your complaint and pass it to one of your support workers. Alternatively, you can post it to the Rossendale Trust.

Another way is to ask for the 'Complaints Book' where you or your supporter can write in your complaint.

If you write your complaint and post it to us, we will send you a letter saying we have received it within two days. We will then investigate your complaint and send you another letter within 28 days explaining what we think is the best way to sort it out.

If anyone feels that the Rossendale Trust has not dealt with a complaint properly, they have the right to complain to the Care Quality Commission (CQC) which regularly inspects our organisation. We have a complaints procedure which you or someone who supports you will be given when you move into your room or apartment.

9 Contact details

The Rossendale Trust Ltd Supported Living Agency

Registered Manager and Head of Supported Living: **Andrea Wright**
Rossendale Hall, Hollin Lane, Sutton, Macclesfield, Cheshire, SK11 0HR
Tel: 01260 252500

The Rossendale Trust Ltd

Chief Executive Officer: **Steve Nichols**
Rossendale Hall, Hollin Lane, Sutton, Macclesfield, Cheshire, SK11 0HR
Tel: 01260 252500

Disability Positive (for advocacy in Cheshire)

Sension House, Denton Drive, Northwich, Cheshire CW9 7LU
Tel: 01606 331853

Peaks and Dales Advocacy

16 Eagle Parade, Buxton, Derbyshire SK17 6EQ
Tel: 01298 79539

Care Quality Commission

Citygate, Gallowgate, Newcastle upon Tyne NE1 4PA
Email: enquiries@cqc.org.uk



Rossendale Trust

Supporting independent futures

Rossendale Trust reserves the right to amend and update this policy at any time.

Review

This document shall be reviewed and updated when dictated by changes in legislation or other factors. Otherwise, it shall be reviewed every 2 years.

Next review due October 2023

Version	Date	Summary of changes
Issue 5	September 2014	Edited extensively and re-issued
Issue 6	September 2016	Text minor edits: contacts updated
Issue 7	September 2018	Reviewed no changes
Issue 8	October 2021	Reviewed and amended to include change of Registered Manager contact details and Trust property updates