

*Welcome!*

to our Supported  
Living and Floating  
Support



# A very warm welcome to Independence Matters!

As the Managing Director of this social enterprise, I am very proud to share with you some information about our services that I hope you will find useful.

Our aim is to support you to live the life you choose. This means supporting you to live at the heart of your community with the level of independence that works for you and for family carers. Covering the whole of Norfolk, we provide support opportunities in the home and in the community for adults with learning disabilities, young people in transition and those living with dementia.

This pack contains information about our range of services. You may be joining us in one of our community hubs where there are a wide range of activities on offer or working with a personal assistant to access your community. You may be moving into one of our

supported living schemes, living in your own home and receiving floating support, or you may be staying with us at one of our replacement care lodges.

**We will listen carefully to you** about the services you require from us and then work hard to respond and provide you with the best quality support. The colleagues who will be supporting you, are recruited for their values; we listen to what you need from our teams and train everyone to a high standard.

**Your opinion is important to me**, and we are always grateful for your thoughts and feedback. We have a number of stakeholder groups covering the county, so please consider joining them as by working together, we have the best chance of delivering a service that is exactly what you want.

**I promise you will be at the heart of all we do**, please do come for a visit, you will be very welcome. I look forward to meeting you at some time in the future.



*Our aim is to support you to live the life you choose.*



Zaliha Williamson

The information in this pack can be made available in alternative formats, such as easy read or large print, and may be available in alternative languages, on request. Please contact **0300 790 0508** or email **[contactus@independencematters.org.uk](mailto:contactus@independencematters.org.uk)**

# Choosing Independence Matters

**Our aim is to support you to live the life you choose.** This means listening carefully to you and making sure you are directly involved in planning your support. In any Independence Matters service, we will look forward to supporting you to live at the heart of your community with the level of independence that works for you and for family carers.

Covering the whole of Norfolk, we provide support opportunities in the home and in the community for adults with learning disabilities, young people in transition and those living with dementia.

## Choosing your service

When it comes to supporting you to live the life you choose, we will work with you and your family, friends, and others in your circle to understand what you want and how we can work together to achieve your dreams and aspirations. **We offer support in many ways** and through listening carefully and understanding what matters to you, we will find out how this works best for you.

### Choose your service

- Day opportunities personal assistant support
- Day opportunities Community Hubs (Learning Disability)
- Day opportunities community-based support
- Day opportunities wellbeing and complex care
- Respite – replacement care
- Supported living and Floating Support



*We listen carefully to understand what matters to you.*

## Choosing a Supported Living or Floating Support service

### **We believe that people with a learning disability can live independently with the right support.**

Our teams collectively have over 25 years of experience and we passionately believe that Independence Matters! We understand that having a learning disability means different things to everyone and we will work hard to understand the support you need us to deliver to enable you to live the life you choose. This might be very practical things like support with managing complex care or personal care needs, managing your home, accessing your local community, or developing new skills and interests through our customer learning programme.

A house is much more than bricks and mortar. It provides us with a sense of place and belonging and is the starting point from which people can engage and participate in their local community and wider society. Housing can also contribute to better health outcomes and getting it right has potential to narrow inequalities. Without the right sort of support, people with learning disabilities can be left isolated, and deprived of opportunities to socialise and be part of a community. The main principles of supported living and floating support are that you own or rent your home and have control over the support you get, who you live with (if anyone) and how you live your life. We believe that all people with learning disabilities, regardless of the level or type of disability, can make choices about how to live their lives even if the person does not make choices in conventional ways.

*Housing can contribute to better health outcomes...*

You will be given opportunities to develop your skills and independence and achieve personal outcomes to enable you to be as independent, resilient and as well as possible. We will support you to access community resources as well as your support networks.

In our Supported Living and Floating Support services, we will:

- **Deliver support** that is person centred and outcome focused that enables you to develop independent living skills
- **Ensure support is responsive**, recognises your likes, and supports you to manage anxiety and personal challenge
- **Work with other professionals** and family as appropriate to achieve your aspirations
- **Be responsive** to changing needs
- **Provide an environment** that facilitates access to learning, training, education, and employment as well as wider community activities so that you can develop sustainable community connections
- **Shape a service** that is individual to you, that empowers you and enables you to increase confidence, assertiveness, and awareness
- **Ensure there is a consistent**, skilled, and appropriately trained team to support you
- **Support a culture of respect** and dignity which promotes wellbeing for you and our teams, alike
- **Encourage the use of peer support** and the development of relationships that can provide support to you as you move on from the service
- **Embrace positive risk taking** underpinned by robust risk assessments
- **Utilise assistive and universal technology** to enable you to develop coping strategies tailored to promote independence, privacy, and choice

## Who is the service for?

Our Supported Living and Floating Support services are for people with learning disabilities and/or autism in Norfolk that are over 18 years.

Our Supported Living service is linked to tenancy schemes at accommodation in Long Stratton, Norwich and King's Lynn. It is one accommodation option, and it is expected, where appropriate and agreed, that people in supported living may be supported to move on to alternative accommodation options.

Our Floating Support service is separate to our Supported Living service and is available to those living in their own homes and with their own tenancy agreements.

For everyone, the level of support delivered will be set out in the Care Plan commissioned by the Care Manager.

This support is CQC Registered and will assist you within your home, to maintain your tenancy and will also support you with your personal care needs and medication.

## Moving to our Supported Living accommodation

**If you are moving to supported living for the first time, then we know it can feel like a big step,** which is why we carefully plan each transition so that it is completely tailored to the individual's needs. We are focused on ensuring that the move to our services is a smooth and positive experience for each new tenant.

For some people this means a gradual transition over several months to minimise any anxiety and ensure that they are looking forward to the journey ahead. Throughout the process our friendly and dedicated team of colleagues offer support, advice, and encouragement.

Some of our Supported Living services are shared accommodation which means you will live in a house with other people. You will have your own room which is private, and you will share spaces like kitchens, bathrooms and the lounge and dining area. One of our supported living schemes offers independent homes where you will live alone, but in an area where other people are doing the same as you. This means that the place you live in is private to you and the support will come to you.



*Our friendly and dedicated team of colleagues offer support advice, and encouragement.*

## *Flexible* support that varies day by day

### **There's really no such thing as a typical day**

in the life of the people we support. It all depends on you. In the morning we might be supporting you to go to appointments and develop a routine, or you might be trying new things like learning new skills on our customer learning programme. This can help you with reading, writing and maths, or maybe living skills – all of these will help you tell us what you want and how we can support you best.

We will work together on planning lunch, and we may need to go shopping, we might look at recipes and you will get lunch ready with help if that is needed.

After lunch, we might do some work in the house or go out into our community and take part in some activities there.

You might choose to go out in the evening to the cinema or to eat, or we will cook dinner at home.



## *Our* team members

Many of our support workers have been with us for a lot of years and others have joined us more recently. What we promise you is that they are all here with a passion for supporting you to live the life you choose. We have chosen them for their values, and we look for people who will be responsive to your needs and who will work with others to provide an excellent service and outstanding results for you. You will find our team colleagues will be organised and will have good

energy as well as being caring, compassionate, skilled, and committed to delivering excellent and safe support.

Once we have found what we need in a new team member, we give them all the training we need to make sure they are ready to deliver excellent support. As well as all the training our team members have, they will have been observed during the training to make sure their skills are the best they can be.

## Choosing person-centred support including Positive Behaviour Support (PBS)

We use a person-centred approach which is where the person is placed at the centre of the service and treated as a person first. The focus is on the person and what they can do, not their condition or disability. Support will focus on achieving the person's aspirations and be tailored to their needs and unique individual circumstances.

The person-centred approach may include Positive Behaviour Support (PBS):

**“The overall aim of PBS is to improve the quality of a person's life** and that of the people around them. This includes children, young people, adults as well as older people and people with dementia. PBS provides

the right support for a person, their family, and friends to help people lead a meaningful life and learn new skills without unnecessary restrictions. It is not simply about getting rid of problematic behaviour. With the right support at the right time the likelihood of behaviour that challenges are reduced.” (Reference from Bild, Skills for Care & Skills for Health)

One core part of assessment in PBS is to understand why the Behaviour of Concern happens – how the behaviour has been learned and how it is maintained. This process is called functional assessment.

Once the reason for the behaviour has been identified, a PBS plan is co-produced and followed by everyone involved in supporting the person. PBS plans should be developed in partnership with the person and their family. PBS is most effective when individuals are supported by people who have a good relationship and rapport with them and who understand PBS.



*Support will focus on achieving the person's aspirations...*

## Choosing your food, drink, and nutrition

We can support you to access your local shops, facilities and services, assisting you as you need to choose your own food and drink. We can help you with planning and preparing meals.



## Keeping safe and secure

Keeping you and other people safe is called Safeguarding. Safeguarding is how we protect people from abuse and neglect as well as helping people to be as independent as possible in making choices about how they want to live. When we are supporting you, we will sometimes talk to you about things that might frighten you or that may cause you harm, and just to check that all your needs are being met.

## How to comment on our service

We would love to know what's great about your service and what you do not like about your care and support service. Please tell us what we can do to make it better. We promise to listen carefully to what you say, learn from what you tell us and plan with you about how to make things better. You can do this by using a form or telling another person. If you need some help, you can ask any of our colleagues, but you don't have to talk to them about it unless you want to.

If you are still not happy, we will pass on what you have told us to the senior managers. When you send the 'Tell Us What You Think Form' to the manager of your service, they will explain what will happen next. If you have told us about a problem, we might need to share your name and what you have said with other people to help us find out more.

It is also possible to complain about a service to Norfolk County Council, Adult Social Services via these numbers:

**Norfolk County Council:** 0344 800 8020 open 24 hours a day.

**Local Government and Social Care Ombudsman:** 0300 061 0614 open Monday to Friday 10am to 4pm.

You can also complain to the **Care Quality Commission:**

Contact them using their online contact form or via email to [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk) or by phoning **03000 616161** (open Monday to Friday 8.30am to 5.30pm, excluding bank holidays).



## Choosing a quality service

Whilst you are receiving a service from us, we will all need to work together to make sure everything is going as well as it can be for you. There will be reviews of your service and you will come along to these with your carers, your support workers, and your social worker.

Norfolk County Council have teams inspecting the quality of services too. Supported Living and Floating Support services are inspected by the Care Quality Commission (CQC).

## Choosing to be a stakeholder

We have stakeholder groups covering the county, which our customers have chosen to call 'Working Together Groups'. Customers, colleagues and carers are all welcome to participate in these groups which meet regularly and help us plan our services. We would encourage you to come along as, by working together, we have the best chance of delivering a service that is exactly what you want.

## Choosing how we communicate with you

Communication is all about making contact with others and being understood. We always want to support you in every way we can and will work with you and your carers to understand any communication needs you have. We understand many customers have different ways of communicating that is individual to them. We have a lot of communication tools and technology to help us, and our colleagues are well trained in using these tools. Please share with us the best way to communicate with you.



## Choosing a service that is close to you

A map of Norfolk, England, showing the locations of four supported living and floating support services. The map includes major roads like the A11 and A47, and towns like King's Lynn, Sprowston, Norwich, and Long Stratton. Four callout boxes provide contact information for each service.

**King's Lynn Supported Living and Floating Support**  
18 Grimston Road, South Wootton,  
King's Lynn, PE30 3HU  
01553 679233 | [kings-lynn-supported-living@independencematters.org.uk](mailto:kings-lynn-supported-living@independencematters.org.uk)

**Sprowston Supported Living and Floating Support**  
Aslake Close, Sprowston, Norwich,  
NR7 8ET  
01603 487999 | [norwich-supported-living@independencematters.org.uk](mailto:norwich-supported-living@independencematters.org.uk)

**Long Stratton Supported Living and Floating Support**  
26 Depwade Court, Long Stratton,  
NR15 2XY  
01508 530820 | [long-stratton-supported-living@independencematters.org.uk](mailto:long-stratton-supported-living@independencematters.org.uk)

**Floating Support (City)**  
95 Oak Street, Norwich, NR3 3BP  
01603 222874 | [floating-support-city@independencematters.org.uk](mailto:floating-support-city@independencematters.org.uk)

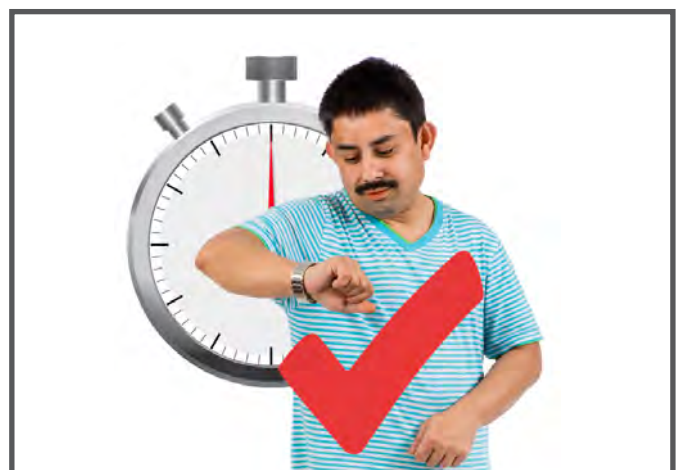


# Customer and Carer Charter



**Well Led:** We support you in a way that matters to you. We are reliable, trusted and give you the best quality care and support.

**Safe:** We have a duty to keep you and other people safe from harm and we learn how to do this well.



**Effective:** We check with you and other people that your care and support is meeting your needs. We make sure we are doing things well for you.

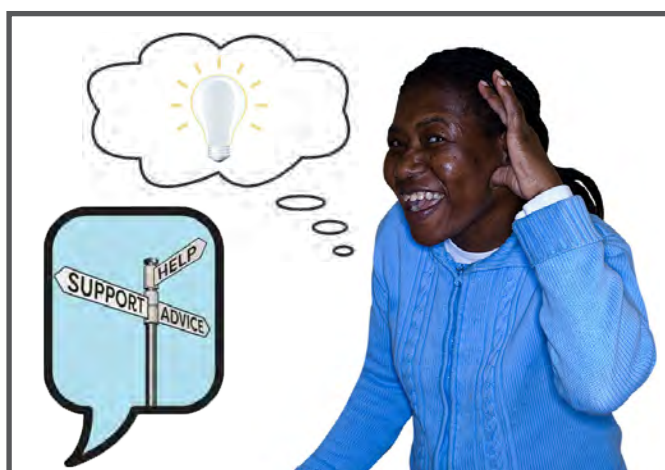
**Responsive:** We can change your support quickly if you need us to.

# Harwood Care Charter

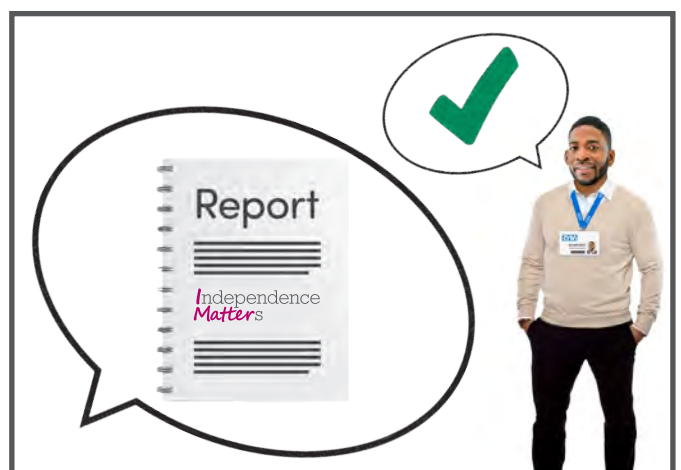


The Harwood Care Charter helps make sure that you get high quality social care and support. We have signed up to this charter.

This means that we work with you so that you are at the centre of your care.



We make sure that we listen to you and we reflect on anything you tell us. We help you find services that are right for you.



We tell commissioners about what is working well and what could work better for you. Commissioners are people that pay for your care.



# What we will do



We will listen to you and respond to you quickly and positively.



We will treat you with dignity and respect by giving you person centred care and support in the way that you choose.



We will train our staff on Safeguarding. Safeguarding means that we learn about how to keep you and other people safe.



We will support you to do the things you choose and help you to learn new skills.



# What we will do

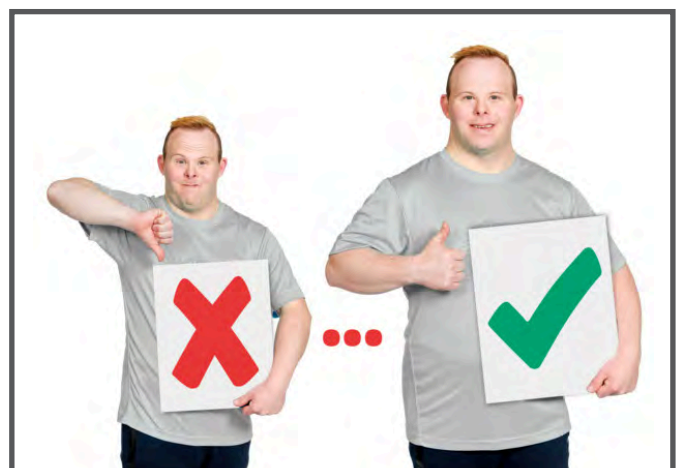


We will make sure that you have a named worker who will work with you and others to help you with meeting your goals.

We will work with you to plan your care. We will check your plan with you every year or sooner if your care and support needs change.



We will make sure that your staff are trained to meet your needs so that they can give you the best care and support.



We will talk to commissioners about your care. We will tell them about what is working well or what we can do better to meet your needs.



# What we will do



We will ask you if you want to join our Working Together Groups, you will get to work on lots of things for Independence Matters.

We will report any ideas that you have about Independence Matters services to the Company Board.



We will communicate with you and your carers in a way that meets your needs

We will make sure that all staff have a DBS which means that they are checked to see if they have a criminal record before they start supporting you.



# We will ask you to...



Tell us what is working well and what we could do better

Be kind to other people



Be aware of other people's feelings as to not upset anyone

Work with us to write your support plan



# We will ask you to...



Tell us if you have any compliments or complaints



Tell us what you think at our working together groups

This has been compiled by the Stakeholders using Photosymbols



*Independence Matters*  
*'the life you choose...'*



## Frequently Asked Questions

### How do I access your support?

We hope we can offer you the support to achieve the outcomes that you choose for yourself. Some people pay for services themselves, others have a personal budget, and others are supported through Adult Social Services to access services. If you do have a personal budget or wish to pay privately for your service, then please call us on our central number **0300 790 0508** or ring your local service. You can find our contact details on our website.

**[www.independencematters.org.uk/locations-and-contact](http://www.independencematters.org.uk/locations-and-contact)**

We will invite you to come and look around, to meet the team, see the activities on offer and talk through what you want from our service. The same applies if your service is being sourced with the help of a social worker. You are most welcome to visit, and your social worker will arrange this for you, or you can contact us directly.

### If I don't know exactly what I want, can we visit and maybe have some taster sessions?

Yes of course, we would love to welcome you to come along to services, meet the team, see what is on offer and maybe have a taster session.

### How well are your employees trained to support with my family member's needs?

Our team colleagues undergo a high level of mandatory and specialist training before they start work with customers. We recruit to values which means we are always looking for people with a passion and excitement for supporting people to live the lives they choose. This is kept up to date through regular updates delivered by our in-house Learning and Development Team as well as external providers. Our teams will

also have specific training where it is necessary for individual customers. We do this to meet your needs and have long experience in supporting complex needs for a wide range of customers and their families. Many of our team members have been with us for over 20 years and are skilled and experienced with our customer groups.

### Are you registered to provide social care services?

Yes, we hold a range of registrations with the Care Quality Commission who inspect and report on our services. You can find the latest reports on our services on the CQC website, and also on our website.

**[www.independencematters.org.uk/about-us/our-cqc-service-ratings](http://www.independencematters.org.uk/about-us/our-cqc-service-ratings)**

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### Do we always get the same support colleagues?

Whilst we can't promise this, we understand the importance of consistency in your support colleagues and will do all we can to make sure you have faces that you recognise and a core team around you who understand you well and will work with you to achieve your goals. What we can promise is that our colleagues will be given the very best training, development, and support to make sure they are in the best position to support your needs.

## What sort of support services do you provide?

We provide a range of services; some building-based and some delivered in the community. You could be attending a Community Hub for a day service where you will be able to choose from a wide range of activities on offer. These might be employment focused, if this is your goal, or you may be receiving complex care in one of building-based services. Support in the community can be delivered into or out of your home and is designed to support your independence goals and will support you to access your local community. This is a very bespoke service and may be delivered on a 1:1 or 2:1 basis through Personal Assistants. Either way, there is lots of opportunity for social interaction and learning with others.

## My son/daughter is leaving school, what could support look like for them?

We will work with the school your son or daughter is attending to ensure the transition to adult services is seamless and easy. We offer a customer learning programme which covers a wide range of learning opportunities including skills for work, horticulture, independence, customer service and community safety. We learn through doing and so all of the programme is activity based. Our skilled teams of colleagues also offer a full range of support for complex care needs, and we have recently invested in new equipment and a range of technical kit to support communication, learning, interaction, and fun.

## What facilities do you have for providing personal care in your support services?

Personal care is available for any daily task you may need support with. This might include bathing, showering, looking after your skin with creams and lotions, dressing, and support with going to the toilet. We are also able to support with more clinical interventions such as PEG feeding and maintaining a stoma or catheter bag. We will work to your regular routines which we know are important to you and ensure the support is specific to

your requirements. Our fully trained support colleagues will provide discrete, respectful, and dignified personal care in a way that is comfortable for you. We will do our best to ensure you see familiar faces when it comes to personal care.

## Can you provide me with support in my own home?

Yes, our Floating Support service is available to those living in their own homes or with their own tenancy agreements. This support is CQC Registered and will assist you with everyday tasks in your home, as well as your personal care needs and medication, and to get out and about in the community, eg shopping. Visit the Independence Matters website enquiry page.

[www.independencematters.org.uk/choosing-your-support/learning-disability-support](http://www.independencematters.org.uk/choosing-your-support/learning-disability-support)

## What will I do as a volunteer for Independence Matters?

We are so fortunate to have our work supported by so many wonderful volunteers. Volunteers bring skills, energy, and a passion for the life chances of our customers and are involved in a vast range of activity from helping customers in our gardens to supporting the development of work skills.

Volunteering with Independence Matters ensures our customers are supported well and is a vastly rewarding experience for those who join us, giving them valuable experience in the world of supporting people with a learning disability or living with dementia.

*'the life you choose...'*

**Independence Matters:** Joseph King House, Abbey Farm  
Commercial Park, Horsham Saint Faith, Norwich, NR10 3JU

**Telephone** 0300 790 0508

**Email** [contactus@independencematters.org.uk](mailto:contactus@independencematters.org.uk)