

*Welcome!*

to our Personal  
Assistant 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.*



Sarah Stock

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 Hubs (Dementia)
- Support at home
- Day opportunities community-based support
- Day opportunities wellbeing and complex care
- Respite – replacement care
- Supported living
- Customer learning programme
- Floating Support



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

## Choosing a Personal Assistant 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.

We understand everyone will want and need something different from a personal assistant and we have a wealth of experience in assisting you to think about your lifestyle and ambitions to decide what support you want. The support delivered is varied and flexible, across 7 days a week.

We could be working with you to develop some skills for travelling and living independently as well as accessing facilities in your local community, support with getting a job or in your workplace. This support is CQC Registered and can assist you within your home and when out with your personal care needs and medication.



### The benefits of Day Opportunities Personal Assistant Support

- **One to one**, or two to one support specifically designed around you.
- **Supporting you** to achieve specific goals in your life.
- **Support to access** parts of the community for leisure or work.
- You will receive the support you need for **personal care**.
- You can receive support with different parts of your life at different times of the day – **this is a very flexible** service.
- The service can be planned and regular or be more ad-hoc – **whatever works for you**.

Sometimes, you will have meetings about your service your goals and how our personal assistant service can help. You will be at these meetings along with your family carers, social worker, and some of our team colleagues.

In these meetings, we will listen carefully to what you want to do in our service, and we will plan what we will do together and how we will support you. Everything we agree will be written down in your care and support plan.

*We understand that having a learning disability means different things to everyone...*

## A day in our Personal Assistant Support service

The level of support a personal assistant will provide is assessed based on your life goals and needs. Once this is agreed, it is recorded in your support plan which forms part of all services. This is a CQC regulated service and as such will provide your personal care should you need it as well as other activities all focussed on you achieving and maintaining the level of independence that is right for you.

You might be out for the day attending important appointments, having a trip out, seeing family and friends, accessing work, or learning new skills. This really is a very flexible service planned around you.

A personal assistant can support you both in your home and outside of it. It is very important to be clear about the duties a Personal Assistant will carry out for you, to avoid confusion as this is such a flexible service.

A Personal Assistant can offer support with:

- **Personal care** and hygiene such as washing, dressing, and using the toilet
- **Accessing services** in the community such as leisure and social activities

- **Driving** to help you get around
- **Correspondence** and paperwork
- **Attending doctors** and hospital appointments
- **Domestic household tasks**, meal preparation, laundry, and cleaning
- **Supporting you** to attend meetings, community events, day trips and outings
- **Helping you** with medication
- **Assisting you** to fulfil a parenting role
- **Maintaining relations** with family and friends
- **Accessing work**, training, and educational activities
- **Mobility** in your home and in the wider community
- **Accessing necessary facilities** and making use of public transport
- **Shopping** and ironing
- **Providing replacement care** and family carers in breaks from their caring role

## 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 your support

**There will be many different activity sessions running through the day** and your support worker will talk to you about what you would like to do. These sessions will always link to your support and care plan.

In our Day Opportunities Personal Assistant Services, you are most likely to be out and about in our community. Occasionally, you may be in one of our buildings having a break or meeting other people and taking part in an activity being offered in one of our other services. These are some of the things we could be doing:

Pathway 1 Wellbeing	Pathway 2 Independent Living	Pathway 3 Skills and employment
Supported with your personal care needs	Learning new skills for independence	Learning new skills for employment
Supported with your medication needs	Learning about the world on our customer learning programme'	Getting work experience in a real work environment
Getting out and about in your community	Spending time on our outdoor gym equipment	Spending time on our outdoor gym equipment
Learning new skills	Doing things that improve mobility	Doing things that improve mobility
Spending time on our outdoor gym equipment	Using our interactive technology to learn new things	Developing more skills on our customer learning programme
Spending time in our sensory rooms	Cooking	Using our interactive technology to learn new things
Finding some stimulation using our magic tables	Learning how to look after your own home	Working in our factory
Going to the dentist, doctor, or other health care professional	Shopping	Learning a whole range of independent living skills
Going swimming	Making new friends	Learning about being part of a team at work
	Taking part in a group exercise class	Supported with your personal care needs
	Supported with your personal care needs	Supported with your medication needs
	Supported with your medication needs	Working with one of our partners to learn new skills outdoors
	Learning a whole range of independent living skills	Supported to access work

*There are many different activity sessions...*

## 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

This service does not provide any food or drink, however, we can support with preparing and cooking food in your own home or a community base.



## 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 coming to our service 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 and Personal Assistant Support services are also 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.



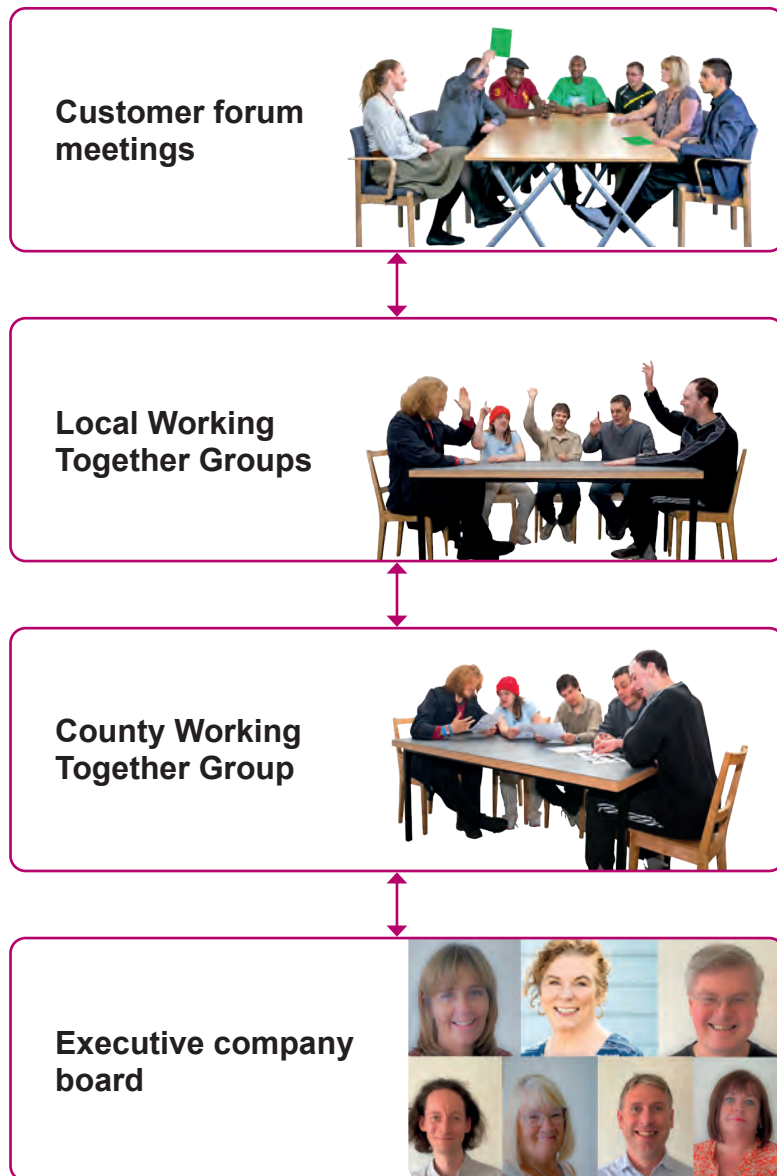
## Choosing a Personal Assistant Service that is close to you



## Choosing how we will work together

Independence Matters is a social enterprise; our customers and their carers are an important part of how we operate. We have Working Together Groups in all areas, and you are very welcome to join us at these meetings.

### Working Together Flowchart



The following Customer and Carer Charter has been developed by our Stakeholder Boards.



# 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.

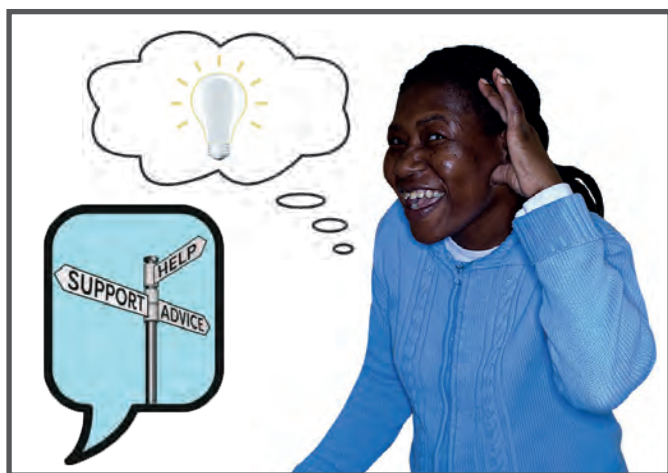
# Harwood Care Charter



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



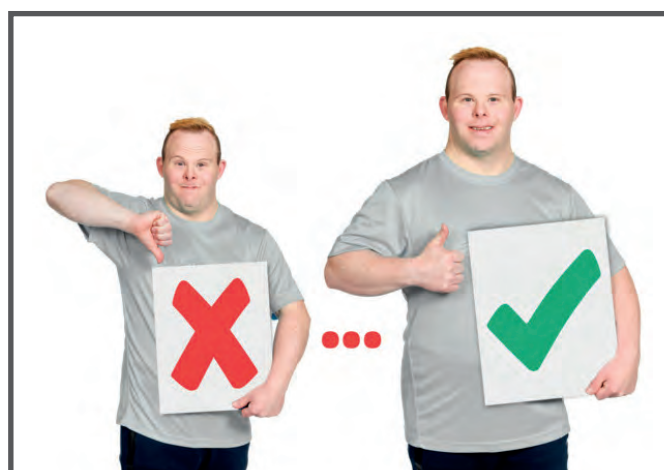
We will make sure that you have a named worker who will work with you and others to help you with meeting your goals.



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.

## How do I arrange home care support for myself or a family member?

When it comes to a professional and dignified home care service we recommend the services of our sister company, Home Support Matters. They are well regarded in the field of delivering home support with highly skilled teams working across Norfolk and Waveney. Whether you need low levels of personal care, help to remain independent, or high levels of clinical care, Home Support Matters can help you, offering everything from short visits to live in care. Visit the Home Support Matters website enquiry page.

[www.homesupportmatters.org.uk](http://www.homesupportmatters.org.uk)

## 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

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