



A Guide to Our Services

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Introduction

You First Support Services CIC is a Social Enterprise that provides personalised and individualised domiciliary services to adults with learning disabilities. The focus of our care and support is upon supporting people to be as independent as possible through ensuring that rights, choice, control and inclusion are a living reality in the lives of the people who use our services. We also work with people to fulfil their personal goals and aspirations.

Services will take place in people's own homes, in the local community, within mainstream amenities and facilities as well as within specialist resources.

We specialise in supporting people:

- as they transition into adulthood
- on the autism spectrum
- who have profound and multiple needs
- who have complex needs
- who are older
- who may display behaviour described as challenging

We recognise the value of family, friendships and relationships in the lives of people who use our services and we work with people to maintain and safeguard these vital social networks. People have told us that they want to live valued and enriched lives, so we support people to

- exercise rights, choice and control over their lives and their support
- have and enjoy meaningful relationships
- live and have meaningful roles within their local community
- communicate their needs, wishes, goals and aspirations
- enjoy a social life
- live in local housing that they have chosen for themselves
- have access to education and leisure

We have a detailed and thorough assessment toolkit that places individuals at the centre of the assessment process thus ensuring that needs are adequately and effectively identified and met. This also ensures that the service is provided in the way, at the time and with whom the person using our service wishes.

Services will be provided on an individual contracting basis using Direct Payments and Personal Budgets. We will also establish contracts with the local authority and support people to make use of Individual Service Funds.

We are committed to transparency in all of our actions and processes and as such we have developed a funding toolkit that supports openness and transparency in our costings. One aspect of this is our commitment to involving customers in the charging process with the aim of actively supporting customers to be clear about how costs for their support are calculated.

We have an experienced, qualified, competent, trained and well supported workforce who will deliver care and support in accordance with agreed plans of care.

You First Support Services is led by Andy Robinson who has over 20 years' experience in the social care sector, 14 of which have been at senior management level. He has specialist experience in supporting adults on the autism spectrum, people with various forms of dementia and adults with learning disabilities. Andy is a competent people manager and has successfully led large teams of people in delivering quality care and support.

You First Support Services, under Andy's leadership, has a primary objective of establishing a Service User Forum that will facilitate and enable service user led influence over the content, design and delivery of their support package together with the evolution of the service.

Together with this we will establish a Staff Forum to give our staff a voice and an arena in which they can influence service development through positive engagement.

Mission Statement

You First Support Services CIC enthusiastically works to make a visible and measurable difference to the lives of people with learning disabilities through the provision of person centred, individualised, personalised support.

We sustain quality care delivery through nurturing a working environment which attracts, motivates, develops and retains the very best team members.

Vision Statement

You First Support Services aims to become one of the primary providers of quality support services to people with learning disabilities.

People with learning disabilities will play a meaningful and purposeful role in society enjoying all the rights, freedoms and responsibilities that full and active citizenship brings.

We will develop a workforce that embraces and reflects the values of our organisation through a proactive approach to performance management, staff engagement and professional and personal development.

Social Purpose

People with learning disabilities have told Andy a number of things, including:

- They get lonely, especially at evenings and weekends
- They want to spend time with their friends and build social networks
- They want greater contact with their families
- They want to access their local community and enjoy the things it offers
- They want to be in charge of their support and how this is provided
- They want to influence change in how their services are provided
- They want to learn new skills in order to become more independent

The social purpose of You First Support Services is to respond to this by providing tailor made packages of support that have been designed by the individual and those important to them. This will:

- Reduce social isolation
- Strengthen social and informal support networks
- Maintain important family contact and engagement
- Promote community presence
- Support the development of meaningful roles in the local community
- Deliver services at a time, in a place and by the people of the individual's choosing and to enable those who use our services to influence how the organisation evolves
- Promote enablement and progression

We will measure how effective we are at doing this by using the Social Return on Investment (SORI) framework.

Our Commitments

You First Support Services is committed to:

Maintaining quality of life for those who use our services that delivers upon the goals and aspirations that individuals set for themselves.

Preserving the privacy, dignity and self-respect of all individuals through services that are of the highest standard.

Ensuring that the wellbeing of those who use our services is at the centre of all that we do through the provision of individualised and personalised services.

Ensuring that every individual we support feels supported, has trust and confidence in us and the support they receive and are empowered to exercise meaningful choice and control.

Respecting the privacy of all who use our services and that this includes the need to respect the confidential nature of information relating to users of our services, their family and friends.

Respecting and recognising difference, such as age, disability, gender, sexual orientation, religion and belief, race, gender reassignment, marriage and civil partnership, pregnancy and maternity, and ensuring our services recognise, celebrate and meet all these unique characteristics.

Working collaboratively and enthusiastically in a co-operative manner with all professionals involved in the provision of care, and to recognise, value and respect their contribution.

Openness and honesty in all our systems, processes, policies and interactions and to acting with integrity at all times.

Working with partners and stakeholders in the county.

Services provided will be:

- **Safe:** services are provided within a positive and proactive risk assessment and quality assurance framework
- **Value based:** compassion, dignity and respect are at the core of all service provision and we recruit staff based upon values and experience
- **Consultative:** the voice of those who use our services is central to everything that we do
- **Free from abuse:** people who use our services are protected from avoidable harm but have the right and freedom to take risks
- **Inclusive:** people who use our services are supported to maintain contact with those who are important to them
- **Excellent:** services are provided by well trained, competent and appropriately supported staff
- **Personalised:** those who use our services have maximum choice and control over their package of care and how it is provided
- **Collaborative:** we operate effectively within a multidisciplinary framework
- **Locally based:** people who use our services are supported to live in their own home and have an active and valued role within their local community
- **Reviewed:** Support Plans are reviewed quarterly as a minimum standard and whenever needs change
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How do we operate?

- You First Support Services is a Social Enterprise formed as a Community Interest Company (CIC) and is Limited by Guarantee.
- We do not have shareholders and all surplus profits are reinvested into the learning disability community.
- We have a forum for people who use our services that empowers people to have a direct influence over organisational development.
- As a CIC we have an asset lock meaning that should the service ever need to be wound up, all assets and profits will transfer to a CIC or Charity with a similar mission and vision.
- We will provide value for money services at a competitive price whilst paying our entry level staff the Living Wage.

What Does You First Care Services do?

Personalised packages of support are developed from our bespoke assessment process and will be detailed within a person centred support plan that includes all contracts, costings and review commitments.

Services will be provided within the local community and can include (but are not restricted to):

- Emotional support, for example, building self-esteem, self-image and self-belief
- Personal care
- Life skills planning, goal planning, Active Support
- Domestic support
- Going to clubs, groups, events and activities and visiting friends
- Waking night, sleep-in and doze-over support
- Support with a range of medication; reminders to take medication
- Support and guidance with meal preparation
- Menu planning with a focus on health and nutrition
- Shopping
- Escorting to appointments and companionship on trips, leisure activities, visiting friends and outings
- Eating and drinking, including support with special diets
- Assistance with getting up and/or going to bed
- Dressing and undressing
- Washing and bathing
- Using the toilet
- Moving and handling support
- Support following a hospital visit
- Support with rehabilitation
- Collecting prescriptions and medication
- 24-hour support
- Assistance with managing money, working to a budget and paying bills
- Signposting to other agencies, for example, training, education and employment agencies.
- Support with accessing training, education and work
- Accessing primary health care services such as GPs and dentists
- Support with cultural and faith needs
- Exploring housing options
- Accessing advocacy support
- Support with choice making, for example, Person Centred Plans
- Accessing work and training
- Home maintenance and support
- Support to enable people to live within their tenancy agreements
- Supporting with goals, aspirations and ambitions
- Supporting with hobbies and interests

Services provided can be one-off, regular, ad hoc or 24-hour support with the focus upon providing services the customer wants at a time, a place and in a way that meets their individual needs. People who use our services will tell our workers what they want and the workers' rota will be designed around this. This means that we will

be in a position to immediately respond to the changing needs, wishes and aspirations of our customers.

Health, Safety and Risk Assessment

The health and safety of the people who use our services and our staff is of paramount importance to us. We ensure that all policies and procedures are in accordance with health and safety legislation. As part of our assessment process, risk assessments will be undertaken to ensure that services are provided safely and that they maintain the wellbeing of the people who use them.

As Chief Executive Officer, Andy Robinson holds ultimate responsibility for health and safety.

We have a positive, person centred and proactive attitude toward risk assessment. For people with learning disabilities living a life should mean total involvement in what is going on in the world in which they live. Therefore our risk assessment framework is one that supports people to live their lives safely, but in the least restrictive way possible.

Who Uses Our Services?

- Our customers are adults with learning disabilities who wish to live in the local community either alone or with others, but who have a wide range of support needs in order to live life as they would choose.
- Services will be provided on a domiciliary or Supported Living basis.
- The majority of our customers will be individuals, purchasing our services with Direct Payments or Personal Budgets on an individual contracting basis.
- For those who do not wish to take on the responsibility of Personal Budgets, we will engage with local authorities to facilitate the use of Individual Service Funds that will continue to secure maximum choice and control for people who use our services
- We will also secure contracts with Commissioners of services
- There are an estimated 6 million informal carers in the UK. People require respite in many and various forms. These people will recognise the creative menu of respite that we can provide and will use our services.

We recognise how vital respite support is to people who have a caring responsibility. We can provide respite in people's own homes whilst parents or carers go shopping, socialise, go to the cinema or theatre, or go away for a weekend break. Likewise we can support people to access their local community, meaning that parents or carers can enjoy an evening in the comfort of their own home.

The services we provide attract individuals who wish to purchase services outside of the traditional model and who wish to use a service that delivers upon their requirements at a time, in a place and in a manner that is suitable to them and their own individual and unique needs.

Quality Assurance Charter

Quality Assurance is central to excellent and consistent service provision and should focus upon inputs and processes as well as outcomes. To this end You First Support Services has a robust Quality Assurance Charter that actively engages with:

- Those who use our services, their parents and carers,
- The workforce
- External agencies
- Professionals
- Commissioners of services
- Service user led groups
- Friends and visitors to the homes of those who use our services

This will involve:

- Detailed audits against defined outcomes
- Feedback from those who use our services
- Customer satisfaction questionnaires
- Focused observations
- Engagement with service user led groups who can provide external audits
- The measurement of performance against agreed quality outcomes
- The measurement of performance against national minimum standards

Among other things, our Quality Assurance Framework demonstrates that we are a person centred organisation, that we work positively with families, that our culture is one that focuses upon people's assets and life outcomes and that we promote meaningful choice and control.

As a Community Interest Company we will produce an annual report that details how our actions have benefitted the local community.

Sustainability

It is vital that, together with being flexible and responsive, You First Support Services is also sustainable and viable. This will secure our position in the market place and will ensure consistency and continuity to those who use our services.

You First Support Services will ensure sustainability by:

- Developing relationships with people with learning disabilities, their parents, carers and significant others.
- Earning and maintaining the trust and respect of those who use and commission our services through demonstrating that we put our philosophy and values into practice. In other words “we walk our talk”.
- Striving to develop and nurture a sound workforce who embrace and reflect our values and philosophy.
- Using our sound and robust quality assurance system that includes customer feedback and will demonstrate continued improvement through this system.
- Working in partnership with various agencies and providers to ensure that services are of the highest quality and meet the desired outcomes of those who use and commission our services.
- Integrating and embedding our values into every aspect of our operation for the mutual benefit of those who use our services, our team members and our stakeholders.

The above will assure our customers and commissioners of our commitment to people with learning disabilities and will ensure that both continue to use our services.

Equality and Diversity Statement

You First Support Services recognises and celebrates the rich diversity within its workforce and within those who use our services. We will ensure that everyone who engages with our service on any level is treated with respect and dignity and receives equal favour.

We seek to develop, nurture and sustain a happy, high performing workforce and we recognise that the more diverse the workforce the more we attract a variety of skills and knowledge to enable us to achieve business success. A diverse workforce allows for increased levels of perception and thinking and enables increased business success through a more varied approach

We acknowledge that this is more than a tick box exercise, rather it is about building relationships and creating a harmonious culture and attitude with all our stakeholders.

We acknowledge that the impact of not treating people fairly has not only far reaching impact on those directly affected but also damages wider workplace culture.

We acknowledge that a harmonious and high performing workforce results in high quality services and customer satisfaction.

Therefore, You First Support Services will:

- Support the provision of personalised and individualised services to adults with learning disabilities that are person centred, enable maximum choice, control and risk taking, all delivered in the least restrictive way possible.
- Ensure the wellbeing of the business through creating teams and working environments that celebrate difference.
- Support and enable people to be themselves and are places that are free from bullying, harassment and discrimination.
- Establish a fair leadership culture. This will inform a sound business culture which will improve outcomes for those who use our services and for those who deliver them.
- Enable staff to raise concerns and complaints through appropriate channels without fear of any form of victimisation.
- Ensure that that service attitudes, values, behaviours, systems, processes, policies and procedures are free from stereotyping, thoughtlessness, prejudice and discrimination.
- Promote engagement with staff and with those who use our services.

Further Information

For more information on our services, including our value for money prices, please contact:

Andy Robinson

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Referral Form	
Name of person requiring support	
Date Of Birth	
Address of person requiring support	
Reason for referral:	
Community Services	
24 hour support	
Respite Support	
Individual Service Fund	
Direct Payment	
Other:	
Referee Details	
Referrers Name	
Referrers Telephone	
Referrers Email	
Status of referee	

Any Other Relevant Information

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