



Your Life Your Support Your Way

Your Services

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Introduction

Hello

Thank you for reading our leaflet about our support services. Please ask if you need any help with this booklet.

We are a company called You First Support Services. We provide support to adults with learning disabilities.

We have given ourselves this name because we want to show you that you are the most important person to us.

Our job is to help you live your life in the way you want to live it.

We will help you do the things you want to do, in the way and at the time you want to do them.

For example, we can help you:

- Be in charge of your life
- Live in your home town
- Spend time with your family
- Meet with your friends
- Spend time with your boy or girlfriend, if you have one
- Live in your own home
- Get to the places that are important to you

We want you to tell us what is important to you and how you want us to help you do those things.

Our Promises:

- **Keep you safe:** the people who help you and the way we work will keep you safe
- **Treat you well:** we will treat you with kindness. We will show you respect. You can tell us what is important to you.

- **Listen to you:** our job is to listen to you and find out how you want to be supported. We will write down what you tell us in a plan so all staff will support you in this way.
- **Keep you free from harm:** we will protect you from harm but support your right and freedom to take risks
- **Help you meet your friends:** we do not want you to be lonely, especially at evenings and weekends, so we will help you make contact with the people you like
- **Be good at helping you:** you will be supported by staff who are trained and who know how to help you
- **Put you in charge:** our job is to help you do the things you want to do in your own way
- **Treat you as a whole person:** we will listen to your hopes and dreams and help you plan a way to achieve those things, even though some of them may take a long time
- **Review your plan:** if you tell us you want something done differently, then we will change your plan so that everyone knows this
- **Be there for you:** we can provide support at the times you want

How We Can Help You

Everybody is different. People need different types of support. We can help you with lots of things, and some of these might be:

- Feeling good and positive about yourself
- Learning new skills
- Keeping your home clean
- Going to clubs, groups, events and visiting family and friends
- Supporting you with activities and hobbies you enjoy
- Keeping you safe, during the day and at night
- Taking your medication
- Deciding what to eat, shopping and then cooking your meals
- Supporting you with eating your meals
- Helping you make and get to appointments
- Getting up and going to bed
- Dressing and undressing

- Washing and bathing
- Using the toilet
- Getting around your house and getting out and about
- Support if you need to go into hospital and recover afterwards
- Help and support to get well
- Collecting your medication
- 24-hour support
- Managing your money and paying bills
- Help at college or going to work
- Practising your faith or religion
- Going to the doctor and dentists
- Looking at your housing options, support options and advocacy
- Making choices about how you want to live your life
- Looking for work
- Maintaining your home
- Living within your tenancy agreement
- Supporting your goals, aspirations and ambitions

Your Support

You may only want our help on one day with one thing, or you may need to have someone with you all the time. We can provide whatever it is you want and need.

We want you to be in charge. We will help you in the way you like to be helped. We will help you at the time you want to be helped.

We can train our staff to support you with any particular requirements you may have.

You Can Help Manage You First Support Services

We want you to help manage You First Support Services. We will listen to the things you tell us about our service and we will change the way we

do things to make them better. We will then ask you if you think things have got better.

We have a group that you can join where you can talk about the things we do and the way we do them with your friends. We are happy to hear about the things that go wrong or those things that you do not like. You can then tell us about the changes you want.

You can choose to have someone you know come to meetings with you. You can send someone to our meetings and they can tell us the things that you would like done differently.

You may want to apply for a job and work with us, for example answering the phone or talking to people about our services and how we have helped you. You may want to volunteer with us, or train with us to learn new skills and grow in confidence.

You can help check the things we do to make sure we do them well and properly and let us know the results.

What Makes You First Support Services Different?

- We are a different kind of company called a Social Enterprise. This means we want to help you make your life and your community better. We do this by listening to you and helping you do the things you want to do.
- The money we make doing this is put back into You First Support Services in order for us to do this in even better ways in the future.
- The support we provide is all about you. You tell us what, where, when and with whom and we write this down and make sure it happens in the way you want.
- We know you like things to happen at the time you want. We know you like to choose who supports you. We know that you like things to happen in the same way, so we work very hard to make sure this happens.

- We will help you set goals to do the things you have always wanted to do.
- We will ask you about the help and support you need and talk with you about what we have agreed. We will confirm what we are doing and why we are doing it.
- We know that the things you want to do might change. Your needs might also change. We will change the way we do things in line with the things you and others who help you tell us.
- We work very flexibly, so we can help you at the times you want or need our help.

We Are Committed To:

- Maintaining your quality of life
- Helping you achieve your own personal goals
- Respecting your privacy, dignity and self-respect
- Providing you with high quality and good value
- Ensuring that you feel supported and have trust and confidence in us and the support we provide
- Supporting you to have choice and control over your service
- Respecting and recognising that everyone is different and treating everyone equally
- Working with all professionals involved in your care and support
- Being honest with you at all times

Who Manages You First Support Services?

You First Support Services is led by Andy Robinson.

Andy has over 20 years' experience of helping people with support needs. He has spent 14 years as a senior manager.

Andy has passed exams in:

- The management of excellent care and support services

- How to manage an organisation
- Training and counselling

Andy has also provided support and worked with lots of different people, each having their own needs.

Andy is a good people manager and has led large successful teams of people in delivering quality care and support but, most importantly, working with people to make them happy.

How Much Will I Have To Pay For My Support Services?

This will depend upon the amount of support you need and what your income is.

We will sit with you and talk to you about the support you need and how much this will cost to provide. We will tell you about all our charges and about your different options.

You can invite other people to this meeting to listen to what we have to say. Your family, friends, advocate or Social Worker might want to be there.

Our charges are very reasonable and the services we provide are value for money.

We will write down all the support you need; how much this will cost and put this in your support plan.

How Do I Find Out More?

- Just ask and we will help you find out more information.
- You can fill in the form that comes with this booklet, or ask someone to do this for you, and post it to us.
- You can ring us up on the telephone.
- You can email us.
- You can visit our website and fill the form in there.

- Your family, friends, advocate, Housing Officer, Social Worker, or anyone you know can contact us for you.

When we receive this form or a request we will contact you in the way you ask us to. We will arrange to meet you.

We will then talk with you about the things you would like us to help you with.

After we talk, you can say that you want more information or time to think. It is also alright for you to say that you do not want our services.

Our Contact Information

You First Support Services CIC
28 Bower Hinton
Martock
Somerset
TA12 6JY

Telephone: 01935 823718

Mobile: 07436 792 738

Email: info@youfirstsupportservices.org.uk

Website: www.youfirstsupportservices.org.uk

We are here to help you

Remember: It's Your Life, Your Support, Your Way



<i>Request for Information</i>		
About Me		
My Name		
My Address		
My Telephone Number		
My Mobile Number		
My Email Address		

What Would You Like? (please tick)	
More information	
More Information in a different format	
A phone call	
A visit	
An email	
For us to contact someone else	
Their name is:	
Their relationship with me is:	
Their contact details are:	

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Please Tell Us A Little Bit About Yourself

**This might be about what you need, how you are feeling
or what would help and support you.**

**You do not have to fill in this section, but it will help
to begin to get some information ready for you**

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How to Contact Us

Please post the completed form to:
You First Support Services CIC
28 Bower Hinton, Martock, Somerset. TA12 6JY

Please email this form to:
info@youfirstsupportservices.org.uk

Please telephone us:

01935 823718

07436 792 738

Please complete the form on line:

Website: www.youfirstsupportservices.org.uk

