

Supported Living
and
Community Support

A Guide

What is this book about?

This book is a guide to the service you will get from Kingwood to support you to live in your home.

It will tell you about the types of support that we can offer you. It will also tell you about the standards you can expect from this service and other useful information about your support.

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ABOUT KINGWOOD

Kingwood works with about 110 people with autism and learning disability who mostly live in their own homes in Oxfordshire, West Berkshire and the Reading area.

Kingwood is a charity which is not for profit. It was set up in 1994 by Dame Stephanie Shirley and her husband Derek Shirley, the parents of a young man with autism. Following having moved him in 1987 into an ordinary house in the community supported by skilled staff, they set up Kingwood to take forward this work and to extend its services to other young people with the same needs as their son. It has grown since that time to employing about 250 people supporting people in 70 different places.

Kingwoods vision is that people with autism will be valued by and contribute to society. It hopes to try and achieve this vision by developing new and better ways of working that helps people with autism to live the lives they choose. This means finding ways of learning what matters to the people we support and what they want to do with their lives and then help them to make this happen.

Kingwood then hopes to let other people in the country who support those with an autistic spectrum disorder, know how they can improve the way they do their job.

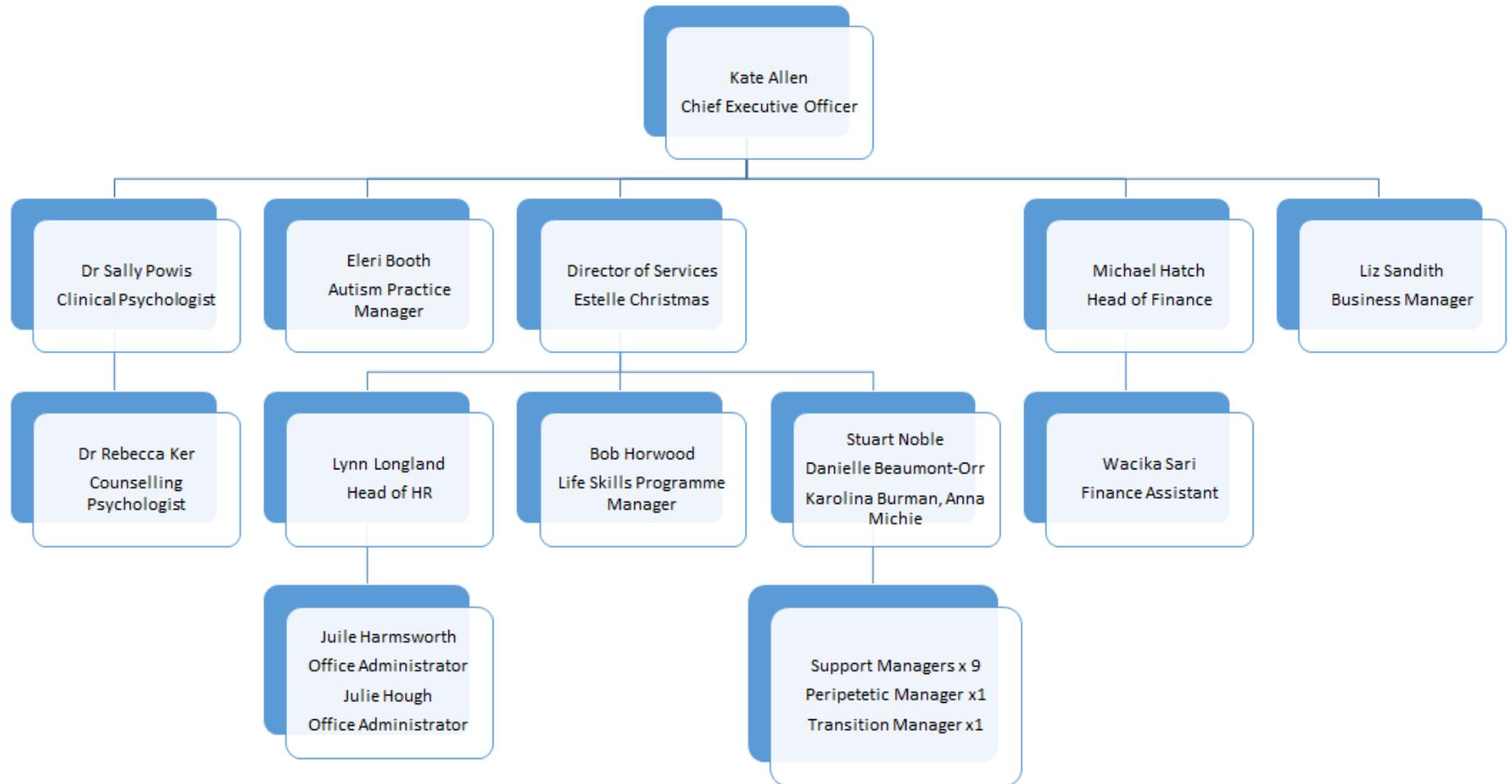
Kingwood believes that it can only do its work successfully if it values –

- Choice for the people it supports and encourages self direction and independence.
- Builds strong relationships and trust between the staff and those it supports.
- Recognises the individual and their unique needs.
- Provides opportunity.
- Promotes a sense of self worth.
- Promotes enjoyment and achievement

The Kingwood Board of Trustees

Chairman	Lady Hornby
Honorary Treasurer	Gerry Bacon
Vice-Chairman	Sandra Meadows
Trustee	Dr Robert Hubbard
Trustee	Rob Jonckheer
Trustee	Chris White

The Chief Executive of Kingwood is Kate Allen.



Getting help when you need it.

Important Phone Numbers:

Area Manager:

Mobile:

Support Manager:

Mobile:

Key Worker:

Tel:

Key Worker:

Tel:

Kingwood Head Office
Monday to Friday 9am to 5pm
01189 310 143

Deciding who to call

If you have a problem and you have not got support staff around please call the local on call. 07766 074 927



They will talk to you to understand the problem, and will arrange for someone to come and see you if you need them to.

There are also other people to call depending on the problem

In an Emergency, such as a fire or if you are seriously ill or injured

Dial 999

POLICE



AMBULANCE

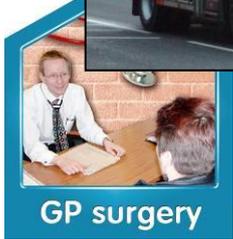


FIRE SERVICE



Your Doctors surgery
Doctor name:

Telephone:



Local Hospitals: Royal Berkshire Hospital
Telephone: 01183 225 111



08 45 46 47



0800 111 999
If you can Smell Gas



0845 7200 898
Water leak (Outside your home)



[Your support from Kingwood](#)

Who can I talk to?



If you would like to talk about your support, please talk to your support worker:

What if I want to talk to my Kingwood manager?



Managers normally are working Monday to Friday between 9am and 5pm. They work some weekends and evenings as well. Their name and phone number is on page 10. Please leave them a message and they will call you back.

When is the Kingwood Head office open?



The main Kingwood office is open: Monday to Friday 9am until 5pm

The telephone number is 01189 310 143

When there are no support workers around and the Kingwood office is closed, what should I do?



You should telephone the local on call weekend and evening telephone number.

07766 074 927

The evening and weekend telephone number will be answered by a team manager or team leader they can help with some things but not everything.

Examples of when they can help -

If a support worker has not arrived when you were expecting them.

If you are feeling ill and would like to talk about what to do next.

If someone has been round to your house and you are worried.

You have had some money stolen from you.

Supported housing services

Kingwood supports some individuals diagnosed as being on the autistic spectrum and / or a learning disability to help them live in their home and in the community.

People who use the service may be living with family, with others or on their own.

If your property is owned by a Housing Association see the separate guide

Starting to get support

Once it has been agreed with your local council the support you need (see your Statement of Support on page 16), Kingwood you will tell you how your support will be delivered.

We will write this down in your **support plan**.

Support plan

To write your support plan we will:

- find out what is important to you and your family
- find out what support you need
- look at any risks to make sure that we support you in a way that is safe for you and our staff.

You will have a big say in writing your support plan so you will get the right support at a time when you want the support.



You should get a copy of your support plan to keep for yourself.

Statement of your Support

Your name:

Your address:

Start date of the service:

**Agreed number of hours
of support each week:**

Days and times of support:

Person Centred Plan

Kingwood will support you with **your** Person Centred Plan - this is your plan not Kingwoods.

We think it is important as it tells everyone you share it with what you want. This will include –

- The support Kingwood will provide – such as enabling you to participate in a range of local activities such as accessing the community.
- Any extra information and special requirements – such as how you travel around

- Other arrangements – such as that your support usually begins at your home

- The names of your support workers, and if they change how you will be told about the changes



Kingwood will help you to make your plan in the way that you want.

Some examples of how we have supported people with their plans include

Service support agreement



If you pay money to Kingwood for your support service you will also have a service support agreement. It will say how much money you need to pay and what service you will get.

Payments and Charges

Kingwood are paid to support me.

Your service has been arranged by .

Rights and responsibilities



If you get support from Kingwood, you have some rights and responsibilities. These are like a set of rules. Both you and Kingwood must follow these rules. This will help to make sure you get the right support.

Your rights say what you can expect Kingwood to do. Your responsibilities say what you must do.



Your rights

Kingwood must:

- do its best to do what its says it will do
- give you the support that is written in your support plan
- make sure you are fully involved in any decisions about your support
- help you to make your life enjoyable and fulfilling
- give you advice about being healthy and safe
- help you to tell us what you think of the service
- make sure you can complain if you are not happy
- make sure your support workers are trained and supervised to do their job
- make sure your support workers treat you and your home with respect and support you to keep it clean and well maintained

Rules

- try to make sure the same support workers support you
- have the right insurance for the work it does

Your responsibilities

You must:

- Try to let us help you to do the things that are written in your support plan, including important things that will help you to stay safe
- Tell the Kingwood office if you are going away and do not need the service. You must tell the office 24 hours before you go away
- Pay any money you owe to Kingwood on time
- Try as best as you can with Kingwood to make sure that your support worker is safe when they support you
- Tell your support worker or the manager if you are unhappy about your support service.
- Not smoke when Kingwood staff are supporting you in your house.

Checking your support is right for you

If your support is new Kingwood will regularly check your support is right for you. To do this we will meet with you to talk about your support. If you are not getting the right support we will try to agree what we will change to make things better for you.



We will meet you at least every six months to check your support is still right for you. Head Office will check this regularly.

At any time, you or Kingwood may think that your support is not right for you. If you or Kingwood think that your support is not right for you we will meet with you to talk about your support. You can tell your support worker at any time if you want to have a meeting to talk about your support.

You can have someone who you agree can speak for you which Kingwood could facilitate.

Some other people may also need to come to meetings to talk about your support, like someone from social services.

Checking how good your service is

Kingwood will arrange quality assurance visits when a manager from another service will visit you.

Kingwood is a partner of the Looking at Us programme so you may also receive a visit from someone supported by another Care organisation.

Disagreements

If you and Kingwood disagree about something, or if one of us does not do what we have said we will do, we can have a meeting to sort the problem out.

If we cannot sort the problem out between ourselves, we can get help from someone independent. This person will try and help us to sort the problem out.



If you do not want support from Kingwood any more

Kingwood hope you will be happy with your support. But there may come a time when you want someone else to give you your support.

In this instance you should tell your support worker. They will arrange for the service leader or manager to talk to you.

The manager will tell you about your choices for finding another service.

If you pay for your support we will tell you what you must do to end the service support agreement.

If you do not pay for your own support, we have to tell whoever is paying for your support that you want to end the service. They must be involved in making decisions about any support service you want them to pay for.



Being involved

Kingwood thinks it is very important to listen to what you think about your service. We think it is important that you can get involved, if you want.

To do this we will:

- make sure you have a big say in writing your support plan so you get what you want and need
- have a meeting with you at least once a year (sometimes more often) to check the support you are getting is right for you
- talk to you and ask what you think of your support
- ask you what you think about the service
- ask other people what they think about our service

- make sure you have a big say in choosing your support workers
- make sure you can look at inspection reports and find out how we are doing. If you would like to see a copy of the last inspection report, then ask your support worker. We will help to explain the report to you, if you want.

Agreement to the support services

The service has been discussed and agreed by:

Name:

Signed:

Date:

Name:

Signed:

Date:

Name:

Countersigned:

Date:

Opportunities to give feedback

Kingwood is committed to providing the best service possible.

To help us do this we have some standards which we try and keep to. Some of these standards are explained in this guide.

We also think it is important that we listen to what you think about the support you receive. Kingwood does this in a number of ways:

- At least twice a year the Chief Executive or Director of Services, having made a prior appointment, will come and talk to you and check up on the support you are getting. They will ask you what you think of the service you receive.
- The Trustees hold meetings for the people we support and their families twice a year to give you an opportunity to share with us the things you like and don't like about our work.
- If you don't want to share your feelings in public please contact the Chief Executive, Director of Services or Trustees directly.
- At least once a year we ask that you and your families fill out a questionnaire. We can help you get support to do this.
- Involve you in the planning of services if you wish, for example helping to recruit staff.

We will also examine our records; look at inspection reports and any complaints we have had. Each year we will write a report on how well the services are doing. We will give you a copy if you wish.

You can tell your Support Worker at any time about ways you think your service could be better.

Rules for Kingwood support staff

Kingwood has some rules that staff must follow. We have these rules to make sure you get the best service we can give. These rules for staff are called policies and procedures.

You can ask your support worker at any time if you would like to see all of these rules. We will help to explain them to you if you wish.

Some of the most important rules are:

- ***Keys to your home***



Support workers will not have a key to your home unless there is a good reason and you agree to it. If support workers have a key to your home they will keep it safe.

If your support worker needs to come into your home when you are not there, we will agree this with you.

- ***Identification cards***

Your support worker will always carry an identification card, to show that they work for Kingwood.

If your support worker comes from an Agency they will always carry their own Agency identification card.



- ***Keeping personal records in your home***

Personal records are information about you and your support service.

Your personal records might say:

- what days and times support workers visit you at home
- what life skills you want to learn and how we can help you do this
- what support you get to help you.

If Kingwood supports you in your home we may ask you if we can keep records at your home. These help us to make sure you get the best service.

- ***Making sure you can see your records***

Kingwood will need to keep some personal records with information about you in our office, these will include your Personal Support Plan which includes your Person Centred Plan.

You can see these records at any time by asking your support worker.

We will help to explain them to you if you wish.

- ***Keeping things private and safe***

Kingwood will keep all information about you private and safe.

We will not give information about you to other people, like your family, unless you tell us it is ok.

Sometimes we do have to give information to other people, like your care manager from social services, or if the law says we must.



- **Medication**



Support workers can only help you with your medication if it is in your support plan and the manager says it is ok.

We will write down and keep a record of this.

- **Your money**



Support workers can only help you with your money if it is in your support plan (see page 15) and the manager says it is ok.

We will write down and keep a record of this.

Keeping you safe

Kingwood must make sure that it keeps you safe from harm when you use Kingwood's support service, but not to the exclusion of your enjoyment and self fulfilment.

- **Keeping you safe by employing the right staff**

Kingwood will do our best to make sure the right people support you.

To help us do this we will always:



make sure you have a big say in who supports you

be involved in our staff interview process if you want to

- ask 2 people who already know the person if they would be good at supporting you (this is called checking references)

- check that the person is allowed to work in this country
- check that the person does not have a criminal record
- make sure that the person gets the right training so they can support you
- make sure that the person has a valid driving licence if they will be driving you anywhere and if they will be using their own car that they have proper insurance and if appropriate a valid MOT certificate.
- ***Keeping you safe by having the right to be you***

Everyone is different. Things that are different about people could be:

- their age
- if they have a disability
- if they are male or female
- what race or religion they are.

We believe that no matter what these differences are, everyone should be respected and valued for who they are.

Sometimes people are treated unfairly because of something that is different about them. This might be something like having a disability or having a different coloured skin.

If you feel that you are being treated unfairly or you would just like to talk to someone, speak to your support worker. They will find someone who you can talk to.

- ***Keeping you safe by supporting you to be safe and healthy***



Your support worker will enable you to maintain good health and safety.

The manager will look at anything that may be dangerous. They will tell you what you or Kingwood can do so you don't get hurt or are less likely to get hurt.

If you have any worries or questions about keeping healthy or safe, talk to your support worker straight away. They will help you.

There are a lot of things managers might suggest to support you to be healthy and safe they might be

A booklet :- You and Your Safety

This booklet will give you lots of good advice about how to keep safe in your home and when you are out

- A Health Action Plan

This booklet will give you lots of good advice about staying healthy and looking after yourself.

Your Person Centred Plan is an important part of you being in control of your own Safety and your own Health. It includes contact details of your health professionals – eg GP, Dentist and Optician, your current medication, and if appropriate a policy regarding Homely remedies.

- ***Keeping you safe from abuse***

Abuse is when someone treats you badly. This includes:

- hurting your feelings
- scaring you
- pushing or hitting you



- when somebody touches you or makes you touch them in a way that you do not want to.

Kingwood wants you to feel safe with the people that support you. We want you to feel safe with other people you know or meet too.

If you do not feel safe with a person then tell someone you trust. This could be a family member, a friend, a support worker or the manager. They will try and help you.

In addition your support worker must NOT:

- Carry out any activities that are not in your plan.
- Smoke or drink alcohol in your home or at any time whilst supporting you.
- Enter your home when you are not there unless agreed as part of your plan.
- Receive any gifts from you or borrow your possessions.
- Use your telephone unless it is on your behalf and with your permission or in an emergency.
- Carry out nursing duties.

Keeping you safe by having the right to complain

Kingwood will try to make sure we give you the best service we can. But sometimes you might be unhappy with your service. If you are unhappy about any part of your service you can make a complaint.

Making a complaint means speaking up about something you are not happy with or do not like. Complaining can be a good way of making things change for the better.





How to complain to Kingwood

This is what you should do if you want to make a complaint.

1. Talk to your Support Manager:

The first thing you should do is talk to your support worker or the manager. They will listen to you and try to help.

If you are happy with the help your support worker or the manager give you, you do not need to do anything else. But if you are still unhappy, you can go to step 2.

2. Talk to their manager

Talk to their manager. They will listen to you and try to help.

The manager's name is:

Their address is: Head Office, 2 Chalfont Court, Chalfont Close, Lower Earley, Reading. RG6 5SY



Their telephone number is:

Their email address is:

If you are happy with the help the manager gives you, you do not need to do anything else. But if you are still unhappy, you can go to step 3.

3. Contact the Chief Executive of Kingwood

They will try to help sort the problem out.

Their address is:

2 Chalfont Close,
Chalfont Court,
Lower Earley,
Reading,
Berks RG6 5SY

Telephone number 01189 310 143

Email:

What else can I do?

If you do not want to talk to anyone from Kingwood about your complaint, some other people may be able to help you. You can talk to:

- **The Adult Services department**

This is the department that arranges support.

Their address is:

Reading Borough Council,
Civic Centre,
Reading,
Berkshire. RG1 7AF

Their telephone number is: 01189 373 747



• **Care Quality Commission**

This is a national organisation. It checks that Kingwood is giving a good service.

The Commission **do not** have the power to investigate individual complaints.

But they will use the information you share with us to decide whether the service is meeting the national minimum standards and regulations, and to check whether the service is meeting the needs of the people who live there. If they find the service is not, they will **take action** to make sure that services are improved.



Their telephone number is 03000 616 161

Their address is

Care Quality Commission

7th Floor, New Kings Beam House

22 Upper Ground

London SE1 9BW

• **The General Social Services Council**

This is a national organisation that checks care staff are giving a good service.

Their address is:

Goldings House

2 Hay's Lane

London SE1 2HB

www.gssc.org.uk



[Other Useful contact numbers](#)

Berkshire Autistic Society

- 01189 594 594

Guideposts Trust

- 01993 772 886

The Samaritans

- 08457 909090

PALS

- 0800 052 6088

Oxfordshire Advocacy Development Group

www.kingwood.org.uk

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