



# RULES FOR SUPPORT WORKERS

The people we support have created these rules on how they would like their support staff to be when they are at work;



- Be cheerful and happy.
- Don't be miserable or grumpy because you are having a bad day.
- Be polite and have manners.

- Have fun and make me laugh!
- Stick to the rota because I like to know who is coming and I don't like changes – particularly at short notice. My routine is important to me.



- Tell me how you are feeling because I can't always tell and I might think you are angry with me.
- Help me to be calm by being calm yourself.
- Be honest if you don't know the answer.
- Understand when I am worried and reassure me if I see things or hear voices.



- Help me make decisions – give me the information I need to make my decision.
- Explain what you mean clearly.
- Think before you tell me something that is not relevant to me as I might prefer not to know.
- Be patient with me, sometimes I forget what you said

- Ask me how I am feeling today. Respect me and understand my signals
- Don't assume I will want to shake your hand.
- Be honest with me and tell me if I have done something wrong or when I do something right.
- Don't tell me things about other people you support or I will wonder if you tell them about me.
- Plan ahead and have the things you need to come to work.
- Check before you enter my house by knocking first, even if you have a key.



- Please ask if you would like to use your phone in my presence.

- Ask if you want to use my toilet.
- Suggest things I might like to do or places I might like to go.
- If I don't want to go out or there is no work to do, check that it is ok to watch my television.

- Find out about me as much is possible, my interests, my dislikes and my past – then you will be able to talk with me better.
- If you don't understand me – ask again – I won't be offended.



With thanks to the forum for the people we support to prepare these rules and the following people;



S Alves, P Morley, S Green