



Everliving Services

Providing Individualised & Holistic Care

Service User Guide



**About
this
guide**

This guide tells you about Everliving Services and what you can expect from us. We expect it to cover all you need to know about Everliving Services and what to do if you require further information. This copy is yours to keep and refer to anytime you want to. If you need help reading through you can ask any member of staff from Everliving Services to help you.



Our Mission and Values

Mission:

Everliving Services aim to provide high quality care to our service users based on their individual needs. We achieve this by working in liaison with our clients, their families, and other health and social care professionals involved with the service user. A needs assessment with our clients and their families helps us to understand our clients' needs and therefore be able to draw up working care plans for them.

Customer satisfaction is high on our agenda as a service. We achieve this by listening to what our clients say and use this for the continuous improvement of our service. Clients are treated with the highest dignity and respect, and our staff are trained to provide a safe care. We aim to be the service well known for quality care and customer satisfaction.

Values:

Promoting independence

Dignity and Respect

Promoting Choice and Positive Risk-Taking.

Individualised care

Caring for the whole person (physically, mentally and spiritually)

Aims and objectives

To provide care and support service that is individualised and person centred, and lead a care planning and delivering style that sees the client/service user as the expert in their own care. A needs assessment with our clients and their families helps us to understand our clients' needs and therefore be able to draw up working care plans with them.

To assist with personal care, nutritional support and day to day activity in a way that ensures dignity and respect, as well as in a way that promotes independence and not increase dependence on support as far as practicable.

To promote healthy living by supporting our clients to have access to health services, advice on healthy life style, support with medication, good nutrition etc whilst paying attention to and respecting their choices and human rights.

To promote emotional wellbeing by supporting access to community, access to family and friends and also supporting our clients to achieve their personal goals and aspirations in life.

To promote self-esteem by initiating and maintaining a therapeutic relationship that is built on trust between us and our clients encourage positive risk taking with appropriate support/risk assessment, so as to support them to overcome barriers to being self-fulfilled, and consequently improve their quality of life.

To provide support with financial wellbeing, by way of budgeting with our client, managing of their funds, personal allowances, benefits etc. This will be done in a way that promotes their independence so that they are involved, and staff only help with the aspects the clients are unable to manage by themselves.

To ensure safety of our clients by following our thorough recruitment procedure ensuring staff employed are caring, of good character,

trained up to standard, and medically fit to care for and support our client.

To promote interventions and plans that are least restrictive in the way that care and support is delivered to our clients.

Our client group and what we offer them

Everliving Services is a supported living service for users with a variety of conditions. This can be mental health, learning disability, autism spectrum disorder, dementia, or physical health conditions that mean you need support to carry out your day to day chores. We offer 24hour care 365 days a year and we support you in your own environment whether as an individual or as a group in your residence. We do not provide accommodation but we can support you to maintain your tenancy. Your accommodation might be privately rented, or rented from your local authority or housing association it really doesn't matter. All we want to ensure is that you are receiving the care and support you need. We carry out a needs assessment to establish what your needs are and draw up a care plan that works for you, with you and, (if need be) your family.

Below are some of the areas we can support you with but this list is not exhaustive. If you are not sure about whether or not we can meet your needs, by all means feel free to ask.

• Your Health



• Leisure & recreation



• Cooking



• Cleaning



• Shopping

• Travel

• Money



• Religious and Cultural Needs

- **Personal hygiene**



- **Eating**



Accessing our Service

Our services are usually accessed through the local authority. You need to speak to the person responsible for your care at the moment to make a funding application to your local authority. Your local authority has an obligation to assess your needs and help find a suitable placement for you. You can also speak to us and we can support you through the process. You may also be able to pay for your own care as a 'self-funder'. However making such decisions would be safer made through a financial adviser.

The management team

Everliving Services has three senior management staff serving in different roles:

Beke Nyoni is the registered manager responsible for the general management of the service. He is the person to contact if you have any complaints about the service you are receiving or if you would like to make enquiries about using our services.

Deborah Imafidon is the Safeguarding lead. She is responsible for looking into safeguarding concerns including investigating them and making appropriate referrals. If you feel you have been abused in any way please contact her as soon as possible. In the absence of Deborah feel free to contact Beke Nyoni

Godsent is the Nominated individual who role is to ensure that the service is compliant with CQC care standard and reflect current best practices in health and social care by supervising the registered care activities. Godsent also function as deputy manager and largely responsible for ensuring safe recruitment and training. In the absence of Beke he is the manager for Everliving Services and can be contacted where Beke would have been contacted.

Contacting us

There are various ways in which you can contact us.

By writing to:



***Stuart House,
East Wing,
Office 219,
St John's Street,
Peterborough,
Cambridgeshire.
PE1 5DD***

By email to:
office@everlivingservices.com

By Telephone to: 01733 475638



For out of hours contact use:

01733475638/**07405704234**

All staff above can be contacted using the same numbers provided above

How to make a complaint

We hope that you will be happy with the support that we give you, but if you, your family or anyone else are unhappy with the any aspect of the service we provide you can bring this to our attention.

You can make a complaint by:

- Talking to the support staff
- Talking or writing to Beke Nyoni, the manager of Everliving Services
- Filling out a complaints form (You can ask a support worker who should be able to provide this straightaway)

If you would like help to make a complaint; you could ask someone to help you, some examples of people that could help you are:

- Your support workers

- Your family
- Your advocate if you have one
- The citizens' advice bureau
- A friend or someone you know well

Any complaint will be written in the 'complaints book' and we will try to resolve the issues as soon as possible.

If you make a complaint we will respond within 28 days and keep you informed of any actions taken.

We have policies for Complaints, Protection of Vulnerable Adults from Abuse and Whistleblowing; you can access these from the head office. You can ask a support worker or any member of staff to help you read and understand them if you wish.

Expected behaviour

Your support workers will treat you with respect and dignity, and we would like you to treat them, and others, the same in return.

We ask you not to do the following:

- Swearing
- Shouting
- Violent Behaviour (hitting others, damaging property)
- Threatening behaviour



Smoking

If you choose to smoke we ask that you consult the people that you share your home with, if any, before you smoke indoors. It is safer to smoke outside and we would encourage this at all times. You will need to check the tenancy agreement you have with your landlord in respect of smoking in the property, your support worker can help you to do this.



Alcohol



You can drink alcohol if you wish, however if you take medication you should talk to your doctor first. We advise you to drink alcohol in moderation (this means not too much and not too often) because of the ill effects it may have on your health.

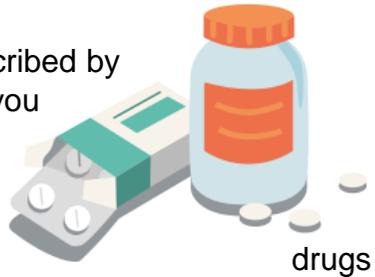
Pets

You need to check the agreement you have with your landlords about keeping pets at your property, your support worker will help you to read and understand if this is your wish



Your medication

We advise only to take medication prescribed by a doctor or pharmacist. We expect that you will not use or keep any illegal substances (drugs). You will need to check the tenancy agreement you have with your landlord in respect of illegal in the property, your support worker can help you to do this.



Privacy

Everliving Services will respect your privacy and dignity at all times. If you share your home with others it is expected that you will respect their privacy and dignity. This means not going into their bedrooms without their permission. You must knock on their bedroom door and wait for them to invite you in before entering. You can have a lock fitted on your bedroom door if you wish. Your support worker will help you arrange this.



Key worker

You will be allocated a keyworker. They will work specifically on meeting your needs, they will support you in all aspects of your life. Other support workers will work with you too. You can talk to them if you have any problems or concerns or need some advice or information.

Compliments

We are also interested to hear from you if there is something we are doing that you particularly like. This helps us to whenever possible do more of the things you like and work together for the continuous improvement of our service. We strongly value your feedback and encourage you to take time to give us the feedback in any of the ways below that is easy for you.



- Sending an email to office@everlivingservices.com
- Speaking to your support worker
- Calling and speaking to any of the senior management staff on the numbers provided above
- Sending a letter to the registered manager on

*Stuart House, East Wing,
Office 219,
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PE1 5DD*