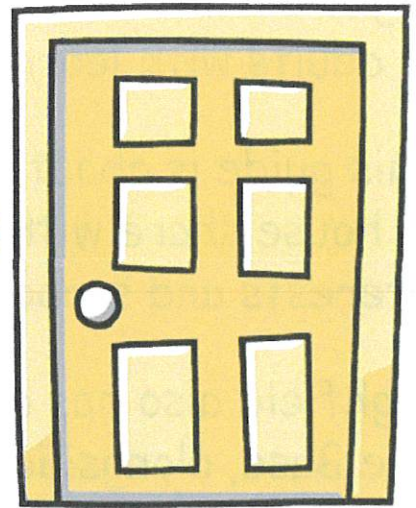
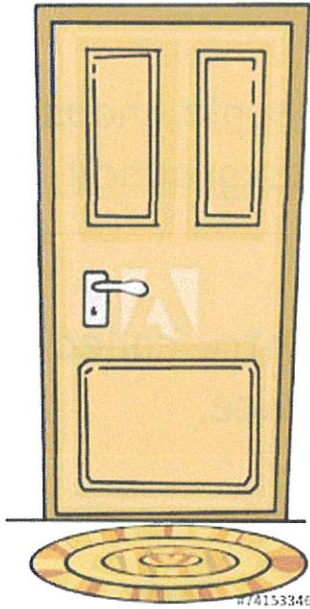
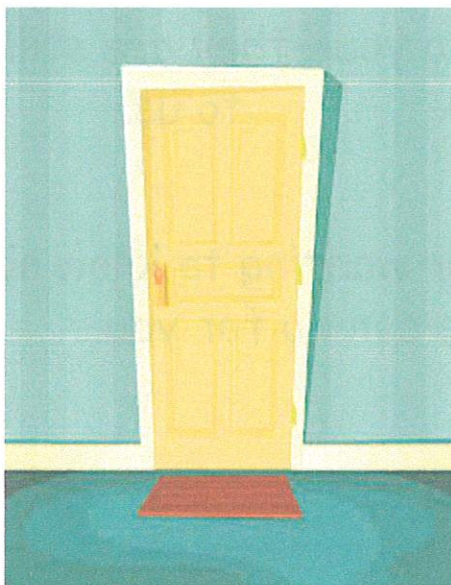
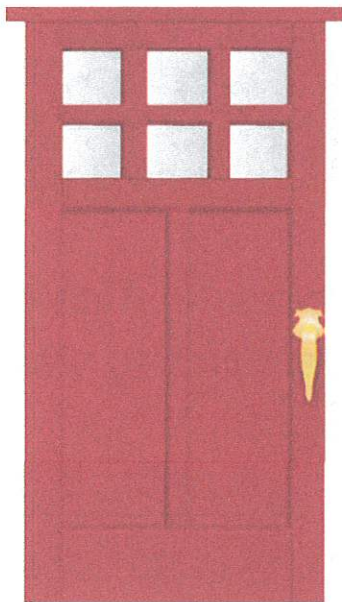


HIGHFIELD SERVICES



SERVICE USER GUIDE



WELCOME

Highfield Services was set up in 1986 and provides support to adults with learning and additional needs.

This guide is about supported housing, where people choose to house share with others who have similar backgrounds, interests and support needs.

Highfield also has a day care and community centre called The Base, alongside an outreach home care service.

Highfield is owned by Alan Wilkinson, (right) who is very hands on, overseeing the Management team, Team Leaders and Support Staff, all of whom are very experienced and trained, in many cases even above the required standards.



If anyone wishes to speak to Alan or a Manager, they are welcome to visit us at The Base.

We are always happy to see people, give advice or answer any questions, no matter how big or small they may seem to you—they are still important to us.

Can I say a big THANK YOU for wanting to know about Highfield Services and what we can do for you.

Alan Wilkinson
Director

This is an important booklet because it aims to tell you how your Care Team members will support you and is made up of a list of promises made to you by those at Highfield Services.



If there is anything you don't understand or you wish for further information, we can arrange for someone to explain things to you.

When you have read the booklet or when it has been read to you, you or a family member will be asked to write your name at the back. This is to show that you understand and agree to the things it promises.

Before you sign your name, you have the chance to add other things that we may not have written about you, but that you may find important to the way you wish to live your life here.



Lancashire

County
Council



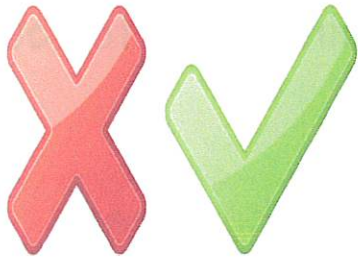
Please understand that not everything you ask for may be possible but we will do whatever we can—though some things you ask of us may not be allowed by other people.

But we do promise that both now and in the future we will try our very best to provide you with these things if we can.

Here are some of the promises we can guarantee to make and keep.



There will be a team of people who will support you every day.



They will all be trained in the role and will be aware of your likes and dislikes. You can list some of these below.

___LIKES___

___DISLIKES___

One of these people will be allocated to you and it will be their job to help you above all others. This person will be your keyworker.



Your key worker will help you to write a timetable of things you like to do each week.

The timetable will include lots of areas of development and will help you to become more independent.

You can learn about things **YOU** are interested in.

You can go out with friends

And maybe do some shopping.

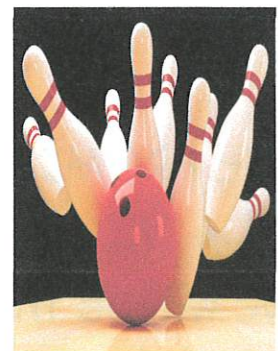


Shopping time

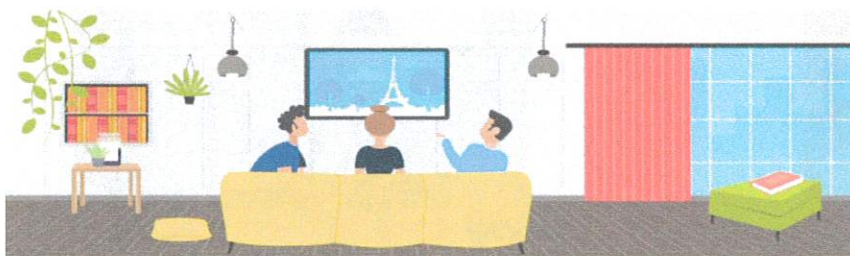


You may want to help around the house to make sure it is kept clean and tidy, or do your washing.

You could take part in fun activities and days out.



Or you could just relax at home, watching tv, having a chat with your friends, listening to music and reading.

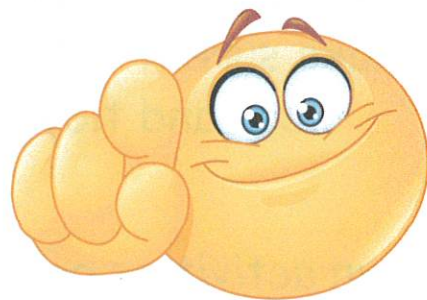


To be able to make this schedule as you want it, once a year all the people you know well and those who have helped you will get together with you and write down any changes you want and agree on ways to continue to help you achieve your goals and wishes.



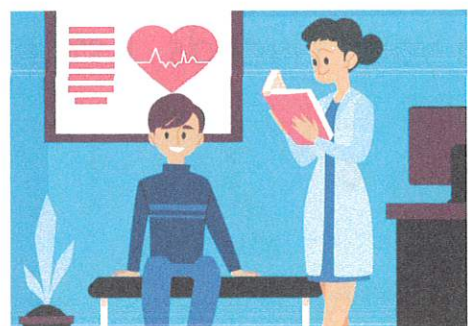
This is called a Person Centred Plan (PCP).

It will be all about YOU and all that YOU want to achieve.



WE PROMISE

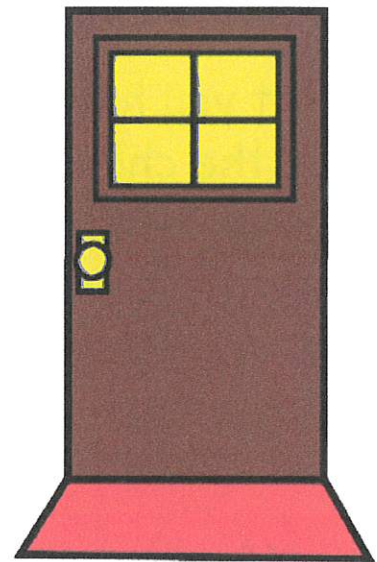
That if you are poorly or need help with taking medicine, we will be there to support you. And if you have a medical appointment and want us to come with you, we will.



WE PROMISE



To respect your home and enter as an invited guest. Though, in some cases, you may wish to offer your care team a spare key to be able to get in, especially in the mornings.



WE PROMISE



Department
for Work &
Pensions

To support you to access all the money and benefits you are entitled to.

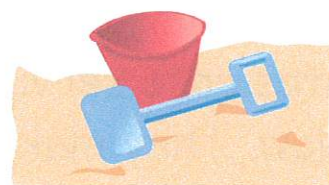
To help arrange payments for the care you receive or other commitments.

If necessary, we will help you to budget and pay your bills but only if it is written in your care plan.



If you want, we can also support you in open-

ing a personal bank accounts (if you do not already have one) and help you save for things like holidays away, Christmas presents or any little treats you may want.



WE PROMISE

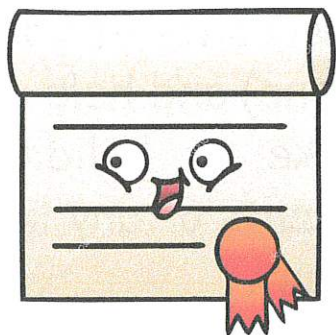
To let you have your say in how we are performing. You will have the chance to complete a questionnaire every year. You may need help from others to complete this and we can advise you on who may be able to help you— maybe a family member, college staff or a carer.



To offer you as much or as little support as you need (this is identified by your Social Worker in your service application). We have provided support services since 1986 and know how to assist with your care plan according to your individual needs—whether it is 24 hours a day or just one hour visits.

WE PROMISE

That we are correctly insured and have all the necessary certificates and licenses in place to operate safely and legally. Highfield Scheme buys its insurance and a copy of the certificate can be found in the office if anyone would like to see it.



We keep it with our certificate of registration from the Care Quality Commission (CQC). The CQC is the office that regulates care services and makes the rules that we need to follow. They make sure we are doing a good job.

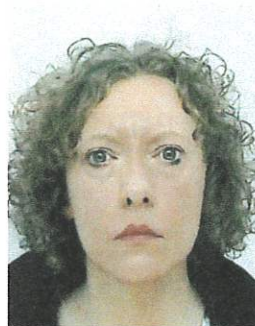
You should know that if you are unhappy about anything to do with your care you can always ask someone to put it right for you.

The people to ask are:
Your Family



Your Social Worker
The Base Day Centre
College Staff
Your Care Team

Katie Ryan—
Registered Manager at Highfield.



Lancashire County Council Safeguarding—0300 123 6721
The Care Quality Commission Inspector—0300 616161

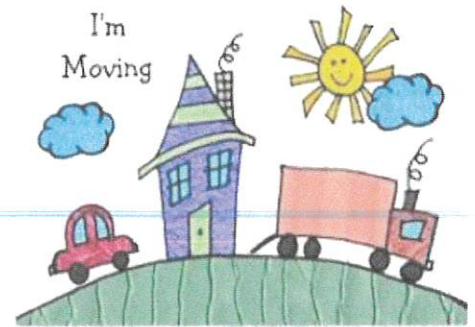
WE PROMISE

That nobody will ever stop you from speaking to any of these people if you are unhappy. It is your right to talk to them in private if you wish.



FINALLY

If you no longer wish to receive the support from us or if you feel we are no longer helping and supporting you as we should then....



WE PROMISE

we
PROMISE.

To help you find a new care provider or a new place to live. A provider that you think could perhaps be more able to look after you and meet your needs.

IN RETURN

We ask that you make a promise to us:

That you promise to respect the place where you live and the people you live with.

That you treat all the staff and anyone you live with well.

That you co-operate with the staff and management and allow them to do their job properly.

That when you are out and about and do not require a visit from staff, that you let the office know so we do not waste valuable time and resources. It may be that you can swap your visit to another time.

I have read or have read to me the Service User Guide and understand what Highfield is promising to provide to me as a Service User and what Highfield expects from me in return.

Name:

Signed:

Date:

Social Worker on behalf of the Purchasers

Name:

Signed:

Date:

Highfield Representative

Name:

Signed:

Date:

Our family member is always happy, which proves he is getting a good quality of life, always - Parent

Whenever we have needed extra care, Highfield is always there —Parent

Highfield has changed my life for the better as my life was poor before I came here—Service User

Staff were always helpful and supportive of the clients during their therapy and helped to motivate him with co-operation on standing exercises. They were very caring and professional at all times —Physiotherapist

I like to do all of the activities that I have chosen and I like the support from staff—Service User

My son's quality of life with the support of good staff is as good as any we can get for him. Staff have got to know him and he feels safe.—Parent

I always attend meetings about my care—Service User

All the service users are valued as individuals and this shows in all aspects of day to day support. This is far more than a job to me. I genuinely care and I hope this stands out.—Staff member

The service is mindful of the importance of healthy eating, promoting good choices and the importance of physical activity, even for those with reduced mobility, to maintain good wellbeing, both mentally and physically.—Social Worker

Care, compassion and understanding—Parent

Absolutely very professional at all times, could not fault you—Social Worker

Staff are always keen to listen to service users and their families, and they go the extra mile to provide the care needed. - Parent

Highfield staff have done their utmost to encourage my daughter to be more outgoing and independent in all aspects of her life.—Parent

I enjoy the parties and special days we have at home, like pancake day & Easter .
—Service User

Highfield encourages the building of friendships outside the house, friends are invited for tea. Staff are observant at new opportunities from outside agencies.—Staff member

HIGHFIELD SCHEME LTD

T/a Highfield Services

The Base

Queen Street

Great Harwood

