



# Bolton Cares - Supported Living A Guide for People we Support (2023)



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# What is Supported Living?



**Supported Living** is for people aged 18 or over who find it difficult to cope at home alone.

You could be living in your own home or a shared home.



We can support you with care at home so that you can be independent and live life how you want.



**Supported Living can help with needs like:**

- Personal care.
- Shopping.
- Cooking.
- Seeing family and friends.
- Social outings.

# How to Access the Service



You can ask your social worker to help you.

Your social worker can help you choose what support you need.



Your family and friends can come to any meetings you have and help you choose support.



What you need to pay will depend on your income.

Bolton Council will help you work out how much you need to pay.

# What You Can Expect From Us



## **Choice:**

You will be able to make decisions about your care.



## **Person Centred Care:**

- You will be treated as an individual.
- You will be listened to.
- You will be treated with dignity and respect.
- Your privacy will be respected.



## **Safety:**

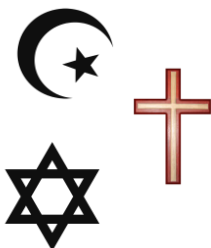
You will be kept safe and cared for by experienced, well trained staff.

# What You Can Expect From Us



## Feedback & Confidentiality:

- We will ask you what you think of the service.
- We will let you know how to complain or how to tell us what you like about the service.
- We will keep any information you give us private.



## Equality & Diversity:

You will not be treated differently because of your age, gender, ethnicity, religion, sexuality or disability.

# What We Expect From You



Work with us to make your care the best it can be.



Respect our staff.



Follow your tenancy agreement.

# Planning your Person Centred Support

A person centred plan contains your choices about your support and how you want to live.

We can help with needs like:



## Personal needs:

- Personal care.
- Accessing services like dentists, physiotherapists or podiatrists.
- Being involved in social activities or education.



## Medication:

- We can help to manage and store your medication.
- If you need help taking medication, we will follow our medication policy to do this safely.



## Managing money:

- We encourage you to manage your own money or a relative or social worker can look after it for you.
- Our care staff can help you manage day to day spending, pay bills and help you budget.



# Health and Safety



Your health and safety is important to us.

We will help you to make health and safety checks in your home to reduce the risk of accidents or ill health.



- If you feel ill, tell your support worker. We can help make a GP or other medical appointment.
- If you have an accident or hurt yourself, you must let your support worker know.
- If you or a visitor see something that could hurt you e.g. broken glass or smoke, let someone know straightaway.

## What to do in an Emergency



- Your support staff will help you to understand what you need to do if there is an emergency.



- Your staff will develop an evacuation plan personal to you that you can follow if there is a fire.

# Contacts



**A Member of your Care team:**

Contact: \_\_\_\_\_



**Your Keyworker:**

Contact: \_\_\_\_\_



**The Manager of the Service:**

Contact: \_\_\_\_\_



**Your Social Worker:**

Contact: \_\_\_\_\_



**The Care Quality Commission (CQC):**

Contact: \_\_\_\_\_