



# **Bolton Cares - Extra Care A Guide for People we Support**

**Registered Manager – Mandy Grant**



# Contents

- Page 3.       What is Extra Care?
- Page 4.       How to Access the Service.
- Page 5.       What You can Expect from Us.
- Page 8.       What We Expect from You.
- Page 7.       Planning your Care.
- Page 8.       Health and Safety.
- Page 9.       Contacts.

# What is Extra Care Housing?



**Extra Care** housing is suitable for older people who want to live independently.

You can live in your own home with support staff on hand.



The support workers on site will provide planned care and emergency care if needed.



**Extra Care can help with needs like:**

- Cooking – help to cook or have meals made for you.
- Communal group activities.
- Support to go out in the community.

# How to Access the Service



A care manager would visit you at home to find out what support you need.

People who work in housing, care and social work will help you find a home.



You will agree a care plan before you move in to your new home.

You will meet a member of the housing team to sign your tenancy agreement which will be the contract between you and the landlord.



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.

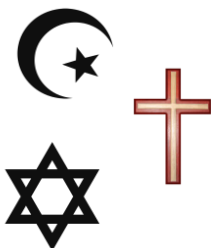


# What You Can Expect From Us



## 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:

- Maintaining independence.
- 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 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 eg broken glass, or smoke, let someone know straightaway.

## What to do in an Emergency

- Each flat has an on-call system which can be used either at the call point or by a pendant that you wear around your neck or wrist.
- Our staff are on site every day of the year. If you need to contact someone overnight in an emergency, we have out of hours support staff who will visit if needed.

# 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: \_\_\_\_\_