



Bolton Cares - Outreach A Guide for People we Support

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What is Outreach?

Outreach is a service for you to use in your own home. Support staff can offer the type of support that suits you.



You will help to plan your care with us and your social worker, if you have one.

Your care will suit your needs.



We will support you to have your own goals and to achieve them.

For example, you may want to go shopping weekly or start a college course.



What is Outreach?

Here are some examples of the support we can give you:-



Support you to go out into your community and do the things you like to do.

Help you to be independent, with support when you need it.



Support you to manage your money.



Support you to manage your medication.



Help you with personal care like washing or getting dressed.

How to Access the Service



If you need support at home, a care manager can visit you to talk about how you like to live your life and what support you want.



When we've agreed your support, we will set up a support plan for you.

Your support team will read it before they start supporting you.



You might need to pay for support if you have enough income.

Bolton Council will work out what you need to pay.

If you need to pay, you will pay Bolton Council direct, not Bolton Cares.

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 care will meet your own personal needs.



Safety:

- You have the right to be safe in your own home.
- Your environment will be safe and you will be cared for by experienced, friendly and well trained staff.

What You Can Expect From Us



Goals:

- We will support you to plan and achieve your goals.
- We will support you to be independent in your own home and in the community.



Complaints and Compliments:

- 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.



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.

Planning your Person Centred Support

Once we start your package of care, support staff will help you make a plan based on what you want and need.

Your family or friends can be involved in helping us make the plan, if you like.

If anything changes, you can meet the support team and talk about how to change the plan.



A person-centred plan tells us how you want to live your life and be supported.

You can use it to tell us what your goals are in life.



The plan will be a contract between us to deliver your support.

We will both sign it and keep a copy.

You can ask us to share the plan with other people.



We support positive risk management when planning your support.

This means that wherever possible, your choices and lifestyle will not be restricted.

Medication

Your health is important to you and to us.



If you can take your medication yourself, we will just help you to store and manage it.



If you need staff to help you take your medication, we will follow our strict Medicines Policy to do this safely.



We will make sure your GP reviews your medication regularly.

Managing Money



We encourage you to manage your own money.

If you want a relative to manage money for you, you can talk about this with your social worker.

If you don't have anyone you can ask to manage your money, your social worker or your support team can help you to find someone.



Our staff can help you to manage money if you need support.



If you need help from our staff to manage your money, the council will look at your finances to decide if you need to pay towards the support.

Health and Safety in Your Home

Your home is your own. You choose how to run your home as long as it doesn't hurt anyone else.

We will help you to make regular health and safety checks in your home. This will reduce any risks to you.

We will talk to you about any changes that may need to be made to your home to make it safer.