

Life Opportunities

A guide for the people we support.

Address

Thicketford Centre

Thicketford Road

Bolton

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Telephone number

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Manager

Lica Marchant



What is Life Opportunities?

Life Opportunities is a service which was previously known as Day Services for older adults and people with learning disabilities and or autism. These services were provided in either a community centre, a hub or within the community.

Our new Life Opportunities team will take a different approach and will tailor your support around your aspirations, strengths and needs. You will be fully involved throughout the process. We will work together with your social care team and agree what support is needed and how this can look. We know that the people that we support have their own ambitions and outcomes and we are committed to supporting these.

For example, a personal outcome might be that you want to continue going to the local shops weekly or want to start a college course.

There are different types of support available and below are some examples:

- Working together to share ideas, think about activities and develop them in partnership.
- Support you to build and maintain links with your community and continue to do the things you like to do.
- Get involved in existing community activities.
- Opening up a range of new activities and opportunities
- Working together to manage risk and not letting this stop life chances and opportunities.
- Meeting new people and developing friendships
- Shopping and planning
- Assisting with aspects of personal care—this can be anything from hygiene routines, helping to dress or doing laundry.
- Administering medication, storing this safely and ensuring the correct levels of stock are available.
- Promoting independence whilst knowing there is someone there to support and encourage you in what you do.



Accessing the service

You will be referred to these services by the Social Care Team at Bolton Council. The amount you will have to pay towards your service will depend on your financial circumstances. Bolton Council will contact you to complete a financial assessment to work out your weekly contributions. This will be paid to Bolton Council and not to Bolton Cares. If you have any queries about your charges or billing, you or your family / carer would need to contact your professional care team to make an enquiry.

Our pledge to you

We will ensure you.

- Are enabled to make choices and be at the centre of all decision making regarding your care and support.
- Are treated as an individual and listened to.
- Are supported in a safe environment by staff who are good at their job.
- Feel safe in whichever setting you are supported.
- Are supported if you wish to make a complaint or compliment.

Bolton Cares celebrates diversity and equal opportunities for all. This means you will not be treated differently because of your age, gender, ethnicity, religion, sexuality, or disability.

Planning your person-centred support

We will meet with you and your family to have a conversation and gather information on how we can best support you. This information will be recorded in a person-centred plan based on your needs and wishes and stored safely. If at any point your needs or preferences change you can request a meeting with the support team, and we will arrange a meeting to discuss your new requirements.

A person-centred plan details your choices and decisions about how you want to live and be supported. You can use it to detail what you would like to achieve for example, being involved in your community, maintaining your independence, reducing your support needs, and making and maintaining relationships.



We support positive risk management when working with you to plan your support. We believe it is important a person's lifestyle or choices are not unnecessarily restricted. If you are unable to contribute to your person-centred care plan, we follow the guidance detailed in the Mental Capacity Act.

Your plan forms the contract by which we deliver services. We will both sign it, and each hold a copy. A copy of the plan will be given to anyone else you authorise.

Medication

Your health is very important to us and if you can independently administer your own medication, we will simply help you to manage and store this. If you need staff support to assist you to take medication, we will do this following our strict Medicines Policy to ensure we do so safely. We will also work closely with any health professionals who review your medication.

Managing Money

We encourage you to manage your own money.

Some people are supported by their families and carers to bring in money for various activities. Our staff will work with you to make sure your money safe. There should not be a great need to carry large amounts of money with you and where appropriate for activities we will communicate this with you and your family / carers.

Health and Safety whilst receiving your support.

Your safety is our priority, and we have a duty to make sure that the environments you use in our services are accessible, safe and meet with legal requirements.

We will complete regular checks and record these. If there are any changes that need to be made to the environment that impact upon you will be shared with you to minimise any disruption.

