

# Outreach Service

**A guide for the people we support.**

## Address

Thicketford Centre

Thicketford Road

Bolton

BL2 2LW

## Telephone Number

01204 331111

## Registered Manager

Mandy Grant

## What is Outreach?

Outreach is a service which is provided in your own home and in the community. We have a team of support staff who can deliver different types of support depending upon your needs.

Your package of care will be designed around your needs, and you will be fully involved throughout the process. We will work with you and your social worker (if applicable) and agree what support is needed. We encourage the people that we support to have their own goals and outcomes and 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:

- Support you to build or maintain links with your community and continue to do the things you like to do.
- We can help with shopping
- Support to maintain relationships with family and friends.
- Support to in manage finances, helping to pay bills and budgeting, and supporting with daily correspondence.
- Assist with aspects of personal care—this can be anything from hygiene routines, helping to dress or doing laundry.
- Administer medication, ensuring the correct levels of stock are available and arranging appointments when necessary.
- Promote independence whilst knowing there is someone there to support and encourage you.

## How to access the service

If you require care or support in your home, you may be visited by a Care Manager who will talk to you about what is important in your life and what support you require.

Once the assessment of your support has been agreed a support plan will be set up and shared with the support team in preparation for us commencing your support package.

The amount you will have to pay for the services you receive will depend on your financial circumstances. Bolton Council will contact you to complete a financial assessment to work out the weekly amount you will have to pay for

your staff support. This will be paid to Bolton Council and not to Bolton Cares.

## **Our pledge to you**

You have the right to expect:

- To make choices and be at the centre of all decision making regarding your care and support
- Be treated as an individual and listened to
- Be supported in a safe environment by staff who are good at their job.
- A friendly, fully trained, and capable team, providing a respectful and dignified service which is tailored to you.
- Supporting you in every way to achieve your goals and keep independence within your own home and the community.
- To feel safe in your home
- To be supported if you wish to make a complaint or compliment.

Bolton Cares Group 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.

## **In return we expect that you will.**

- Work with us to ensure that you receive the best quality care.
- Respect our staff.

## **Planning your person-centred support**

Once we start your package of care support staff will compile a person-centred plan based on your needs and wishes. You may also want the important people in your life to be involved in this. If at any point your needs or preferences change you can request a meeting with the support team, and they 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 ensure your GP regularly reviews your medication.

## **Managing Money**

We encourage you to manage your own money. If you do wish for a relative to be your appointee, then discuss this with your nominated social worker. If you do not have anyone to act as an appointee on your behalf, your social worker (or the support team) can direct you to the necessary support services.

Our support staff can assist you to manage your day-to-day expenditure if you are assessed as requiring this support.

If you receive support from our support staff a financial assessment will be completed by Bolton Council to decide if and how much you need to pay towards the support and care you receive.

## **Health and Safety in your home**

Your home is your own so unless it affects someone else negatively, it is up to you how your home is run.

We will support you to make regular health and safety checks in your home to reduce any potential hazards. Any changes that may need to be made will be discussed fully with you.