

# SERVICE USERS HANDBOOK



Welcome to

## MEADOW COURT

Minehead Road, Taunton, Somerset TA2 6NS

Tel: 01823 270845

We hope that you will be happy with us at Meadow Court.

We will help you continue to enjoy your current recreational and social pastimes and contacts in addition to those which we can offer you after joining us

At the end of first month of our service being provided we will jointly review the care and support service, to ensure that you are satisfied that you have made the right decision.

We will talk with you, and if appropriate and with your permission, your family, and seek your views as to whether you wish to revise the service in any way.

We offer skilled support to enable you to live here and achieve your best feelings and health.

You will be treated with respect at all times.

Your Manager is:

# John Eaton





We will help you to get your support and personal care in order to assist you to make choices in you daily life. This includes:

- to develop friendships,
- access community resources
- develop skills in order to support employment.

- develop normal social networks and social activities.

- We record your support story, social networks and contacts, and preferences for activities and hobbies in your support notes

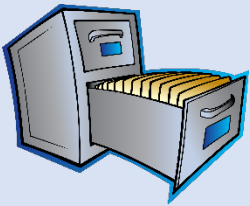
- **Privacy**

We aim to respect your privacy and dignity at all times.

- **Dignity**

You have the right to be alone or undisturbed and be free from public attention or intrusion into your private affairs.





- The staff of Meadow Court are guests in your home

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- Staff will only enter your property and rooms within the property with your explicit consent

✓

- Meadow Court respects your rights to make telephone calls without being overheard or seen by a worker

✓

- Records are designed, used and stored so as to assure privacy.

✓

- The Data Protection Act will be adhered to

✓

- Your permission in writing will be sought before information is passed to any person other than those directly concerned with the you care

✓

- Records will be made available to your principal worker and family according to your wishes.

✓

- Your dignity is a matter of prime importance to us, and all staff receive training in this area.

✓

HELLO  
MY NAME IS

What's in a  
Name?



- You will be asked for the name by which you wish to be addressed, and this name will be recorded on your Support Plan and used by all staff. You are perfectly entitled to ask that your principal support worker's use one name, and others use another name



**Confidentiality of Information.** Your rights to confidentiality must be safeguarded. The support worker will not disclose any personal information about you to a third party unless this has been agreed with you. Agreement to disclose information should only be sought if this is for the benefit of you, e.g. for the purpose of assisting in your support



**Fulfilment of aspirations.** To have your social, emotional, spiritual, cultural, political and sexual needs accepted and respected. To reach your potential capacity, physical, intellectual, emotional and social. You will be given support and freedom to realise all respects of daily life.



**Consultation.** You will be consulted about daily living arrangements and enabled to participate in discussions about any proposed changes to those arrangements.



**Personal Choice.** The support worker will support you to exercise, to your full potential, personal choice in opportunities and lifestyle Plan,



**Review.** You will have a regular review of your individual circumstances at which you have a right to be present.



**Services Information.** You will be fully informed about the Services provided by Meadow Court.





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**Legal Rights.** You will be fully informed about your legal rights.  
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**Medication.** You will be fully informed about your medication needs and to make decisions about your medical treatment whenever possible.  
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**Family and Friends.** You will be supported to maintain continued access to family, friends, facilities and the community.  
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**Complaints.** You will have access to a formal complaints procedure and will be able to be represented by a friend or adviser if they so wish.  
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**Supporting independence.** You will be supported to take risks to the extent that you do so on the basis of your own informed opinion. You have the opportunity to think, act and make decisions without reference to another person, and without other unreasonable restrictions. This will include the capacity to incur a degree of calculated risk  
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**Gifts, Wills and Other Documents**

All employees are expressly forbidden to act as witnesses to the signature of any documents such as wills and testaments. Neither employees nor the service may be a beneficiary under a Will of any past or present Service User. Gifts to staff are subject to disclosure to the Registered Manager, and may be refused on the basis of conflict of interest.  
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**Service Users and Equal Opportunities**

All Individual's have the right to practise their beliefs, religion or culture without constraint by restrictive or discriminatory practice  
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### **Key Workers**

In order for you to receive quality care, we have initiated a Key Worker system. You will be offered an opportunity to choose your key worker. They will undertake to identify your needs with you and ensure that they can be met through your support Plan.

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### **Inappropriate behaviour**

Inappropriate behaviour is the systematic maltreatment, or physical, sexual emotional or financial abuse of one person by another.

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Meadow Court is committed to preventing inappropriate behaviour and if you, another individual, carer, friend or relative has any concerns in this area they should discuss this immediately with a senior staff member, or use the formal complaints procedure. All individuals principal carers and relatives will be kept informed of the progress of the investigation into any complaint.

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