



Wirral Independent Living & Learning

## Statement of Purpose

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## User Guide

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*Committed To Individual High Quality  
Person Centred Support Services*

Reviewed October 2007

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## **PREMISES**

Our office base is:

Unit 11 Tower Quays Business Park  
Tower Road  
Birkenhead  
Wirral  
CH41 1BP

Office Tel No: 0151 649 9393

On Call Tel No: 07792 264059 / 07792 066808

**W.I.L.L.** provides a flexible support service over a 24 hour basis.

### **Registered Manager**

**David Large**

Qualifications: M.B.A / Dip Management / Registered Managers Award / A1 Assessor  
Health & Social Care / N.V.Q Level 4 Management.

### **Responsible Person**

**Irene Kennedy**

Qualifications: Dip Ed Management / B. Ed (Hons) / D.A.S.E / Cert Ed.

Registered with Commission for Social Care Inspection.

Insurance Details : Professional Indemnity /Public Liability insurance.

## **LOCAL CONTACTS**

Commission for Social Care Inspection

3rd Floor

Unit 1 Tustin Court

Port Way

Preston

PR2 2YQ

Tel: 01772 730 100

Wirral Social Services- Central Duty Team

Ashton House

26 Village Road

Oxton

Wirral

CH43 5SR

Tel: 0151 653 9660

Cheshire and Merseyside Strategic

Health Authority

Quayside

Wilderspool Park

Greenalls Avenue

Stockton Heath

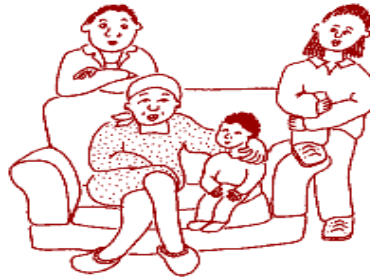
Warrington

WA4 6HL

# WIRRAL INDEPENDENT LIVING & LEARNING (W.I.L.L.)

## MISSION STATEMENT

**W.I.L.L.** is committed to the development and maintenance of a high quality support service which is individualised, flexible and tailored to meet the needs of people with a learning disability within Wirral which will enable them to live within their own localities and lead lifestyles of their own choosing.



## History Of W.I.L.L

**W.I.L.L.** was founded by a group of parents and interested professionals from Wirral who either have children with a learning disability or are committed to improving services for people with a learning disability. A group of these people make up the management committee. The committee wanted to see improved services and varied options, which would enable their sons or daughters to have quality lives with choices similar to those of the rest of the population.

**W.I.L.L.** is unique within Wirral, as it is directly led on a voluntary basis by a group of parents, carers and interested professionals with assistance from a number of paid workers and advisers.

**W.I.L.L.** is a independent, not-for profit, registered charity and a company limited by guarantee, which relies on funding from various sources.

**W.I.L.L.** is affiliated to the Federation of Local Supported Living Groups, a Northwest organisation that promotes and supports the development of similar family-led groups in the region. Contact details:

[www.supported-living.org](http://www.supported-living.org)

E,mail: [Federation@supported-living.org](mailto:Federation@supported-living.org)

Tel: 01942 871157



## AIMS AND OBJECTIVES

**W.I.L.L.** will build services around an individual's needs and aspirations. We will not fit a person to a service.



We will, wherever possible, ensure that any activities requiring support will be carried out and shared with others in the local community. Whenever possible we will assist people to make new friends outside the home.

**W.I.L.L.** will consult individuals in decision-making at all times regardless of level of disability. We will enable individuals to be fully involved throughout the whole process. Where people cannot advocate for themselves we will value the role of their family, friends and advocate.

**W.I.L.L.** believes in working closely with people with learning disabilities and all significant family members and friends.

**W.I.L.L.** bases its individualised support service on positive planning with people. We therefore believe that Person Centred plans should be made in advance of any family crisis.



**W.I.L.L.** values the knowledge held by parents of the individual and other family members. Consequently, WILL believes that families should be listened to and consulted throughout the planning process.



**W.I.L.L.** will enable the family to make plans for the future based upon the persons needs and hopes not on the service provision available.

**W.I.L.L.** committee members being parents themselves, are aware of the difficulties faced by other parents and families when planning for a loved one's future, they will, therefore, offer support to others when necessary and will deal with all matters sensitively.



**W.I.L.L.** will ensure that services received are culturally sensitive to needs.

**W.I.L.L.** will provide people with support staff who respect and value them and who have the skills to support people sensitively.



**W.I.L.L.** will ensure that employees are valued by the organisation. We will offer all employees a comprehensive induction programme, also we will ensure that they receive regular training, supervisions and yearly appraisals.

**W.I.L.L.** will promote high standards of health and safety and aim to balance quality of life with safety and support.



## WHAT EXACTLY IS SUPPORTED LIVING?

Supported living aims to:

Develop a number of patterns of service provision, which is as unique as the person it supports and which will change over time.

Provide a responsive and flexible service, creating opportunities for new experiences and spontaneity in a person's life.



Enable the person to be involved in decision-making processes, however small.



Enable the person with a learning disability to use mainstream integrated services wherever possible.

Enable the individual with the learning disability to live within valued community



Promote a secure and healthy environment.

Promote new friendships and provide support for maintaining existing friendships and relationships.



Balance quality of life, empowerment and risk with safety and support.



Assist people to access appropriate, ordinary housing in their own local area.



Promote relationships and communities, not systems.

Unfortunately the term supported (or independent) living has been misused throughout the years and possibly conjures up the image of isolation. Supported Living is not about placing people with learning disabilities within communities to fend for themselves without adequate support.

Supported living is about offering adequate amounts of support to enable people to live valued lives in ways, that they choose.



Supported Living can be successful for anyone regardless of the severity and complexities of their learning disability



## W.I.L.L.'s BELIEFS



**W.I.L.L.** is primarily concerned with future planning.

**W.I.L.L.** believes that it is natural for a person with learning disability to move on in life and experience living independently if they choose to..



**W.I.L.L.** believes that the best way to do this is through positive planning. We, therefore, believe that person-centred-plans should be made in advance of any family crisis, where the carer can no longer fulfil the duties involved in the caring role.

**W.I.L.L.** will enable the family to make plans for the future based upon the persons needs and hopes, not on service provision available.



**W.I.L.L.** believes that people should have the right to remain in the communities with which they are familiar and where they have established relationships..



## WHAT DOES W.I.L.L. DO?

Wirral Independent Living & Learning (**W.I.L.L.**) aims to provide high quality support options to adults with learning disabilities living on Wirral based on ordinary life principles,

Services we offer:

- The development of future person-centred-plans.



- A service based around individuals assessed needs and aspirations, in line with personal plans



- The maintenance of links with families, as appropriate

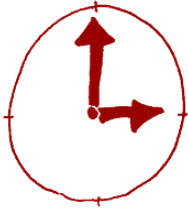


- The provision of personal care, where appropriate



- Support with the development of social and personal skills





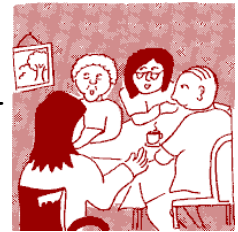
The review of services on a regular basis

The provision of information and advice



The provision of other domestic or community based supports as required

Support from a well-trained team of support staff who, wherever possible, will be chosen by the person to be supported and their friends and/or family



If people are looking to move into supported living and require accommodation, we will work in partnership with housing associations, the local authority and private landlords who will provide the accommodation they require.

**W.I.L.L.** encourages people to have tenancy agreements with housing associations as this protects people's rights and maximises income.



**W.I.L.L.** will also support people who are currently living at home with parents/carers and wish to have extra support within particular areas of their lives. This may be as a form of respite care or may be to promote independence skills or access community services.

## WHAT IS PERSON CENTRED PLANNING?

**P**erson centred planning puts the person at the centre of a planning process and gives the power to them. It provides an effective way to listen and respond to people, it involves learning about what people want from their lives. The plan can help people decide what they want now and in the future. This does not mean they have to do things on their own it means other people that they like and trust help them in a way that they choose.

**"Person centred Planning means you can have your say "**

**P**erson centred planning is finding ways of listening to people to find out what is most important to them and what they want from their lives. The next step is to help people get those things.

We work with each person and those who know them best, to identify where they wish to live, whom they wish to live with and what sort of support they require.

**This is the basis of their person centred plan!**

**P**erson centred planning can help you to think about what you want from your life, your dreams and wishes. It also can help the people in your life work together to solve problems and to help you feel and become an important part of your community. Person Centred Planning can enable people to think about who they are and what makes them special and important.

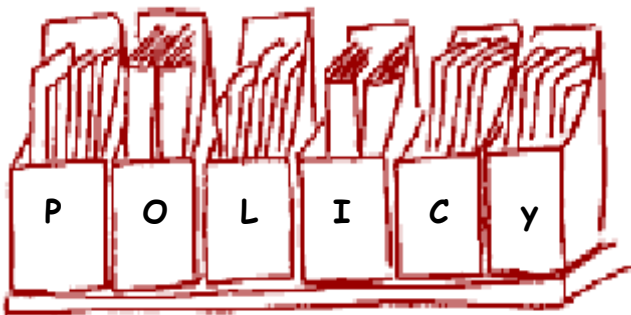
**P**erson centred planning is a continuous process, as a person's aspirations grow and change with experience, the plan changes with them.

## POLICIES AND PROCEDURES

Protection of Vulnerable Adults  
Quality Assurance & Review of Existing Services  
Service Principles  
Services to be Provided  
Assessment and Review Procedure  
Individual Choice and Support Agencies  
Withdrawing a Service  
Targeting policy  
Data Protection  
Advocacy Policy  
Non-Discrimination Statement  
Recruitment Policy  
Equal Opportunities Policy Statement  
Disclosure of Criminal convictions  
Procedures for Health and Safety at work  
Health and Safety Policy Statement  
Accident Reporting Procedure  
In the Event of an Emergency  
Medication Policy and Procedure  
Procedure for Communicable Disease  
Risk Assessment Pack  
Lone Worker Policy



Key Holding Policy  
Staff Training and Development  
Employee Induction Programme  
Confidentiality  
Complaints and Suggestions Procedure  
Disciplinary Procedure  
Grievance Procedure  
Financial Guidelines  
Handling Money  
Out of Office Hours  
Alcohol and Smoking  
Night Time Cover  
Supporting People on Holiday  
Acceptance of Gifts  
Supervision Policy  
Complaints Procedure  
Expense Procedure  
Absence Policy  
Standards of Conduct  
Challenging Behaviour  
Whistle Blowing Policy  
Anti-Bullying Policy



## QUALITY ASSURANCE AND REVIEW OF EXISTING SERVICES

### Overall service Quality Assurance

**W.I.L.L.** measures its overall service by:

- a) **W.I.L.L.** is registered with the Commission for Social care Inspection as a Domiciliary Provider
- b) Using PATH as a business tool, this involves people who we support and their families, **W.I.L.L.'s** staff including support staff and committee members.
- c) Striving to meet REACH standards, a set of Supported Living Standards written by Paradigm and funded by the Department of Health.



The Quality Assurance of individualised support is reviewed in a variety of ways including:

- A) Review procedure, ensuring that regular reviews take place. The individual being supported and their family members or representatives, the Supported Living Manager and support staff will be involved in this process.
- b) Regular Supervisions for staff
- c) Monthly spot checks on timesheets and finance forms by the Office Manager
- d) Bi monthly team meetings
- e) 12 monthly meetings for people who we support
- f) Annual organisational meeting to include, staff, committee members, people who we support and their families.

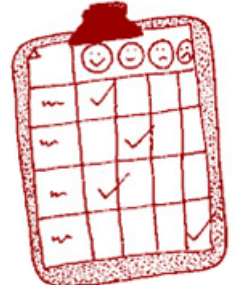


Feedback forms to be sent out for people we support and a separate form for family members/representatives.

## COMPLAINTS AND SUGGESTIONS PROCEDURE

Wirral Independent Living & Learning (W.I.L.L.) as part of its commitment to the provision of a high quality service, focuses on the needs of the people being supported, we would like to hear what people think about the service.

- a) You can give us your comments about the service
- b) You can make suggestions about how we can improve the service
- c) You can complain about any part of the service with which you are dissatisfied.



Rest assured that making a complaint will not jeopardise the provision of the service to you. Staff will accept the right of people who use our service to make complaints and the obligation to treat any complaints seriously and speedily. Comments, suggestions and complaints will be welcomed both from the people who directly use the service, and also from their families.

If W.I.L.L.'s staff ever feel that an individual is unhappy with a decision that has been made about them, the organisation will undertake to enlist the help of an independent advocate, who will speak for the person, or assist them to speak up for themselves.

### 1. COMMENTS AND SUGGESTIONS

If you have any comments or suggestions about the service, or if you would like to compliment the service or a particular member of staff then we would be glad to hear from you. Do talk to a member of staff in the first place, or to the Supported Living Manager.



Alternatively, you may wish to write in and we will write back to you and let you know what action we have taken.



### 2. COMPLAINTS

A complaint does not cause problems; it helps to resolve them and helps to improve our management of the service. Generally a complaint about someone or something means that an issue cannot be resolved between the people involved, and that help is required to find a solution.



If you want to make a complaint it may be simpler for you to talk to the member of staff with whom you normally deal. They may be able to sort it out immediately.

Alternatively, you may wish to send in a written complaint

Written complaints, and those that cannot be dealt with informally by the usual support worker, will be dealt with by the Supported Living Manager, who is the nominated complaints officer for the organisation.



The Supported Living Manager will acknowledge receipt of the complaint within 5 working days and then investigate the complaint including meeting with the complainant in order to resolve the problem to the satisfaction of all parties. Following investigation, the Manager will normally send a written reply within 15 working days.



If the complaint cannot be resolved in this way or concerns the activities of the Supported Living Manager, a designated member of the Management Committee will then undertake the investigation. Again a meeting will then be held to try and resolve the problem. If this process does not resolve the problem, then the matter would be referred to an arbitrator acceptable to the parties involved.



If the matter under dispute is taken to committee level, and if the person using the service is a relative of one of the committee members, that committee member must temporarily suspend their membership of the committee for the duration of the investigation process. They must also agree to abide by any decision that is reached, before resuming their membership.



Throughout this process, the person making the complaint will have an unrestricted right to refer their concerns to the:

**INSPECTION UNIT**

**Wirral Social Services  
63 Hamilton Square  
Birkenhead  
Wirral. CH41 5FN  
Tel: 0151 666 3637**

**OR Commission for Social Care Inspection**

**3rd Floor  
Unit 1 Tustin Court  
Port Way  
Preston  
PR2 2YQ  
Tel: 01772 730 100**

**W.I.L.L.** will, of course, co-operate fully with the Inspection Unit in order to reach a reasonable and responsive solution.

If someone is still dissatisfied with the outcome of a complaint and thinks they have suffered an injustice as a result of mal-administration by the Borough Council, they can complain directly to the

**LOCAL GOVERNMENT OMBUDSMAN**

**Beverley House  
17 Shipton Road  
York.  
YQ3 6FZ.  
Tel: 01904 380200**

**A copy of this procedure will be made available to each person provided with a service by **W.I.L.L.** and their nearest relative, where appropriate.**