

What Supporting People services should be like



Easy read Quality Assessment Framework



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How to find out more

There is more information about what Supporting People services should be like in a book called the Quality Assessment Framework. You can get a copy from this website www.spkweb.org.uk or from your local council.

About this booklet



- This booklet tells you what support you should get from **Supporting People** services.

What are Supporting People services?



- Supporting People services are where staff give you support to live in your home. Staff can support you to do things like
 - ✓ learn to cook
 - ✓ look after your money
 - ✓ have a job.



Is the service ok, good or really good?

- People who work for the Government check each service to see how good it is.
- There are 3 types of service. They are called **level C**, **level B** or **level A**.
- If a service is **ok** it is called a **level C** service.
- If a service is **good** it is called a **level B** service.
- If a service is **really good** it is called a **level A** service.



Try to find out what type of service it is before you read this booklet. You can ask your local council for this information.



Now you can find out what support you should get from Supporting People services.

What support you should get



1. Staff

This is what should happen for all services

- Staff should get the support and training they need to do their jobs well.
- Staff should treat you in a good and fair way and listen to what you say.



2. Before you start getting support

- Everyone should have the chance to get the support they need and want.
- You should get all the information you need to decide if a support service is right for you.

This is what should happen for all services (level C)



- You should get **easy to understand** information about
 - the service and how it can help you
 - how to get support from the service
 - how decisions are made about who gets support.
- If you cannot get support from a service, staff should tell you why and where else you could go.



- You should be able to complain about any decision you are not happy about.
- Where possible, you should be able to visit the service and meet the staff before you start.

If the service is good (level B service)

Staff should **also** do things like



- give you lots of easy to understand information about **all** the services in your local area that could help you
- ask you what you think of this information
- make sure where possible you can meet other people who use the service before you start.

If the service is really good (level A service)

Staff should **also** do things like



- look at what people in the local area need and make sure the service can meet their needs
- ask you how you would like to get information about the service and try to make this happen
- give you the chance to help make the information about the service if you want to.



3. Making sure you get the support you need

- Staff should
 - talk to you often about what you need and want
 - help you make a **plan** about what you need and want.
- You should be able to see the information staff keep about this.

This is what should happen in all services (level C)

Staff should

- talk to you often to find out what you need and want



- help you make a **plan**. The plan will talk about
 - what you want to do
 - the support you need at the time
 - any problems that could happen



- make sure you understand the plan and are happy with it

- help you do things for yourself. And help you do new things you want to do that you have not done before.



Staff should also

- give you a copy of your plan and any information that staff keep about your support



- make sure you know that you can ask staff at any time for a talk about any new support.

If the service is good (level B service)

Staff should **also** do things like

- make sure you can do and learn new things as long as they are not too dangerous



- look at **all** the support you need, even if this support comes from other groups or people in your area.

If the service is really good (level A service)

Staff should **also** do things like

- ask you what you think about the rules and the way things are done. And see if they can be changed



- work well with other groups in the area to make sure you get all the support you need.

4. Listening to what you want and think



Staff should

- ask you what you think. And listen to what you say
- tell you what is going on
- help you do the things **you** want to do.

This is what should happen in all services (level C)

Staff should

- listen to what you think about your support and change things if they need to
- ask you what you think about any big changes they want to make
- make sure you can make choices about things.

Staff should also

- help you do what **you** want to do in your life. For example, you may want a job or to learn new things
- make sure you can do things that are important to **you**. For example, if you enjoy doing certain things in your spare time. Or if you follow a religion or can only eat certain foods
- make sure you are treated in a fair way.



Staff should also



- help you keep in touch with family and friends. And let you choose who you want to be friends with or have a relationship with
- help you get out and about and do things you want to do.

If the service is good (level B service)

Staff should **also** do things like

- help you see your family or friends when you want
- give you lots of chances to say what you think about your support in an easy way for you
- help you get out and about and take part in things in your local area.

If your service is really good (level A service)

Staff should **also** do things like make sure

- you know about other groups in your local area who could give you support
- you can help make decisions about the service and the group that runs the service.



Staff should also make sure



- you can meet with other people who use the service to talk about what you all need and want
- you can meet with other people from the group that runs the service to talk about what you all need and want.



5. Keeping safe

Staff should make sure

- you are safe
- you know what to do if something bad happens.

This is what should happen in all services (level C)



- Staff should make sure you know and understand
 - all the rules for keeping safe and well



- what to do if you need help very quickly. For example, in an emergency
- what to do if someone is hurting you or doing bad things to you.



Staff should also make sure

- you get support quickly if something bad happens
- you know what will happen next.

Staff should also



- give you information about how staff should behave so you know if they are doing anything wrong
- make sure you know the rules for treating everyone in a good and fair way.

If the service is good (level B service)

Staff should **also** do things like



- give you lots of information about how to keep safe. For example, they could give you things to read or talk about it in meetings
- ask you what you think about the rules for keeping safe and if you think anything needs to change.

If the service is really good (level A service)

Staff should **also** do things like



- give you the chance to say what kind of information you want about keeping safe
- work with other people, groups and services in the local area to help find ways to stop people being treated in a bad way.



6. If you are not happy about something

This is what should happen in all services (level C)

Staff should

- give you good and clear information about what to do if there is something you are not happy about
- tell you what they have done about it
- help you feel ok to speak up if there is something you are not happy about
- tell you about other people who can help you.



7. Leaving the service

This is what should happen in all services (level C)

- You should get information that is easy for you to understand about
 - leaving the service
 - why you may need to leave the service. For example, if you break the rules
 - where to get advice from if you are told you may have to leave the service.

