



Service User guide to
Danshell Supported Living



Danshell Supported Living



Office Address: Unit D,
Hunters Row Shopping
Centre, Gaolgate Place,
Stafford ST16 2AD



01785 337 999



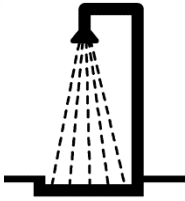
Supported living is an important step towards independence.



We know how important it is for you to have the right support so you can live the life you want.

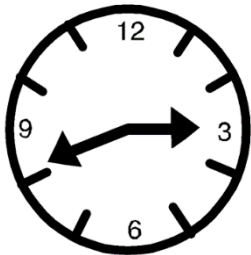


We work with Registered Housing Providers to support you to find your own home that suits your needs.



We make sure you have what you want and need in your home so that you can easily do the things you want to do.

This might include a garden, a wet room, and local community facilities.



We can support you if you are 18 years old or older.

If you have a learning disability we can give you the support you need.

We can support you for just a few hours a week or 24 hours a day.

We know everyone is different and we will support you the way you want us to.



How we support you



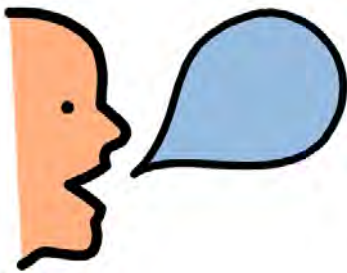
We have support workers who can give you the support you need.



We help you to build your skills and confidence so you can live as independently as possible.



We work with you to find out your strengths and abilities, as well as the things you like to do.



We get to know you and also talk to your family, carers and other people who are important to you.



We help you set goals as part of your support plan.

We work with you to achieve your goals and dreams.



We work with other people who support you.



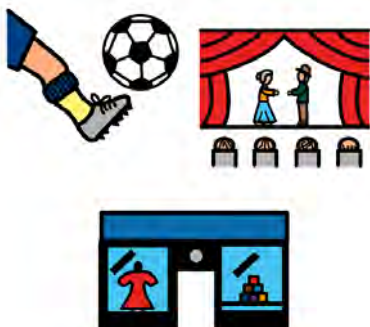
We make sure you have easy read information about your rights and choices in whatever language and format you choose.



We provide practical help, like training and support on how to manage your home, money, gardening, housework and healthy living.



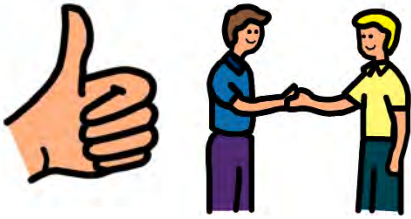
We help you to meet new people and build relationships.



We help you to access whatever community activities you would like to take part in.



People who support you

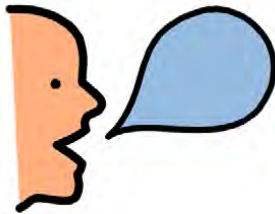


The people who support you have good training and know how to help.



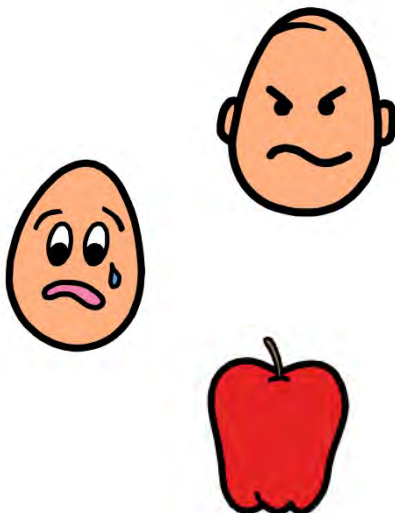
The staff will treat you with respect and dignity at all times.

They will treat you as an individual.

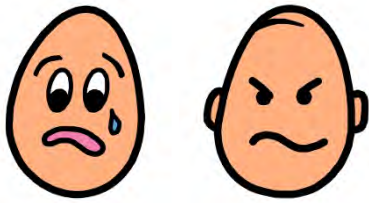


You also have access to the Community Learning Disability Team.

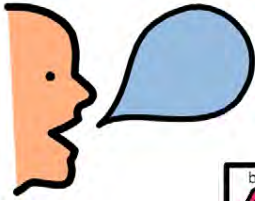
They can help you see the following people if you need it



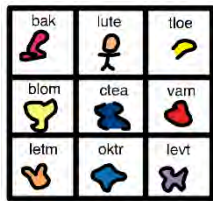
- Psychologist
- Psychiatrist
- Speech therapist
- Occupational therapist
- Dietician



A psychiatrist is a doctor who helps you with mental health problems.

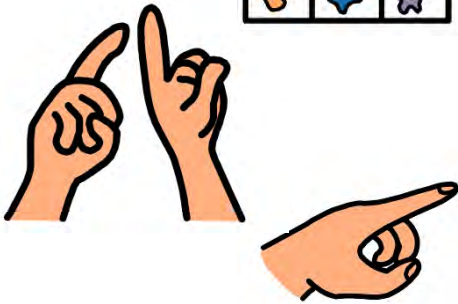


A speech therapist helps you to communicate.



This could be

- talking
- using pictures or symbols
- signing
- other ways that you communicate

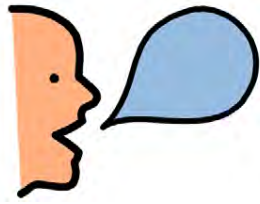


An occupational therapist helps you to be more independent.



This could be things like

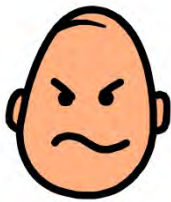
- getting dressed
- looking after yourself
- making your own food
- getting a job



A Psychologist helps you to feel better through talking.

They can help if you

- worry a lot
- get angry a lot
- feel sad a lot



They will listen to you and give advice on how to make things better.

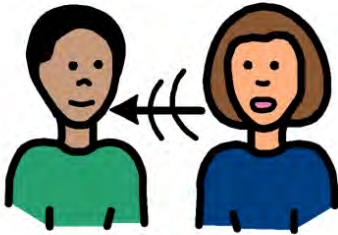


A dietitian is an expert on healthy diets and nutrition.

They give you help and advice on how to eat healthily.

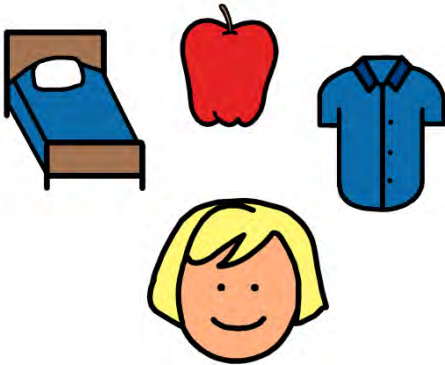


What happens when we start supporting you



Support Planning

We will help you do a person centred support plan.



Someone will spend time with you. Together you will find out what is important to you.

This will help us plan support that is just right for you.



We will have regular meetings with you and these people:

- your family
- your social worker
- people who support you



We will talk about your support and the activities you do.



We will make sure you are getting the right support.



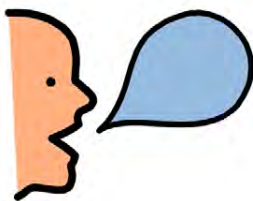
We will help if you need to see

- a dentist about your teeth
- an optician about your eyes
- a doctor or a GP
- anyone else about your health

If you want to stop smoking your support workers can help you.



We will keep any information about you private. We will only show the information to the people we need to.



If you are unhappy with any of your support, we will listen to you and change things.



Supporting your independence



What do we mean supporting your independence?

- supporting you to live the life you want
- having control of your life
- being part of all choices
- having control of your money
- being part of your community
- having choices and opportunities to do things like everyone else
- being treated with respect



We support you to

- access the community
- join clubs and social groups
- go shopping
- take part in sports if you want to
- keep in touch with friends
- meet new friends
- see your family



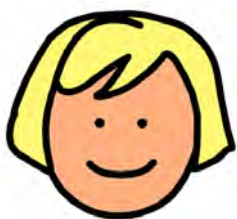
Supporting Your Personal Care



You can choose whether you want a man or a woman to help you with your personal care.



We will always treat you with respect and dignity when helping you with personal care.



We can support you to with the following items:

- wearing the clothes that you want to wear
- doing your hair in the style that you like
- reminding you to take your medicines if you would like us to
- keeping active and having a healthy diet



Paying for your support



Danshell gets money to support you to do the things you want to do.

The money we get pays for people to support you.



Paying for other things



You have to use your own money to pay for these things

- clothes
- household bills and rent
- newspapers
- books
- getting your hair cut
- other activities





Having your say



We have regular meetings with you to talk about your support.



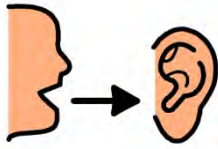
You can tell us what you think about the support you get.



You can tell us what activities and outings you want to do.



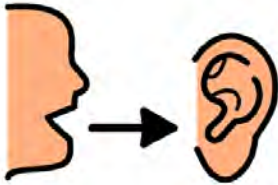
You can also help with interviewing and choosing staff.



Your right to complain



We want you to tell us about anything you are unhappy about to do with your support. We will try to sort it out.



This is called making a complaint. Making a complaint helps us to make things better.



You can make a complaint to the staff that support you or you can phone the CQC to complain.



The phone number is
03000 616 161.



The CQC are people who make sure you are supported properly.



You can find out more in a leaflet called 'Let's think about making a complaint'.



Danshell
Gateway 1
Holgate Park Drive
York
YO26 4GL



01904 206700



info@danshell.co.uk



www.danshell.co.uk



You can get read more in these leaflets

- Let's think about making a complaint
- Let's talk about making decisions
- Let's talk about how you feel if you see a restraint
- Let's think about safe holding
- Let's think about your rights
- Let's think about bullying
- Let's think about door alarms
- Let's think about key workers