



**Supporting People
to be Independent**

A Guide to your Support

The Minstrels



CARNINGLI TRUST

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Section 1 - Your Information

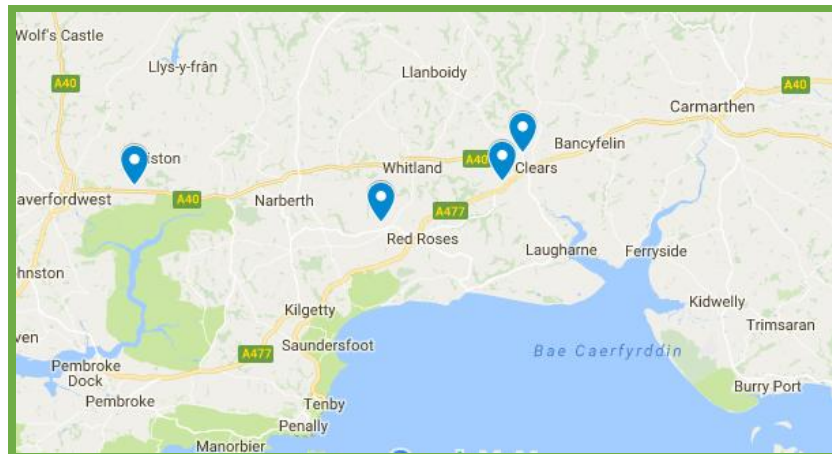
Who are the Carningli Trust?

This guide will tell you about the Carningli Trust homes and what they can provide for you.

The Carningli Trust is a charitable company with four homes, two are in Carmarthenshire and two are in Pembrokeshire.

If you need help to read and understand this guide a staff member will help you.

This guide is for you to keep and look at when you want to, it contains lots of useful information.



The individuals who live in our homes are very important to us and we want everyone we support to live happily and safely.

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The Carningli Trust will: -

- ✓ Respect you for being you and value your views and opinions.
- ✓ Encourage, guide and support you to make choices and decisions about your life and lifestyle.
- ✓ Encourage and support you to be independent and where possible, to support you in managing your own affairs.
- ✓ Treat you with dignity and respect your confidentiality.
- ✓ Support and encourage you to be a part of your local community.
- ✓ Advise you of your rights within society and exercise these when necessary.
- ✓ Support you in achieving your goals and ambitions.
- ✓ Advise and guide you in keeping safe and healthy.
- ✓ Provide you with information in a way that you can understand.
- ✓ We will not treat you differently because of your race, colour, gender, sexuality, religion, disability or culture.

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Section 2 - Your Needs

About you



When you live at a Carningli Trust Home you, your Social worker/ Case Coordinator/ Family/ Advocate will be asked to tell us any important information about you. We will write this down so that we know how to support you. This is called your “Assessment”.

My Plan



We will put all the important information we know about you into a document called “My Plan”. You will be fully involved in writing your plan as it must include your feelings, wishes, hopes and aspirations.

If you are unable to help with your document “My Plan” then we will make sure that someone who is important to you helps on your behalf.

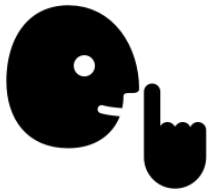
Risks



In your document “My Plan” we will also include ways in which your staff team will keep you and the people around you safe. If there are any “Risks” staff have a responsibility to follow your “My Plan” to stop anything bad happening. We will always try and explain the “Risk” to you and explain what we need to do to keep you safe.

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Your Confidentiality & Privacy

Any Information we keep about you is Private. This means that we will not tell anything about you to anyone else.

The Carningli Trust staff and managers will need to read information about you so that they know how to support you.

Your Social worker/ Case Coordinator/ Doctor/ Nurse or Advocate are also people who may need to talk about you, or with you to make sure that you are safe and being supported by your staff team.

We will always let you know when other people have asked for your information and we will ask for your permission.

There may be times where staff may have to tell other people information about you. This is when they think; -

- ❖ Someone has hurt you
- ❖ You are hurting someone else
- ❖ You are breaking the law
- ❖ You are planning to do something which could hurt yourself or others.

It is also expected that you will also respect the privacy of those who you live with, this means not going into their bedrooms without their permission. You must knock on their bedroom door and wait for them to invite you in before entering.

When staff are supporting you they will always;-

- ❖ Knocking at your bedroom door and waiting for you to respond
- ❖ Talking to you in private when you want to talk about things that are personal
- ❖ Leaving the room if you are having a private telephone conversation
- ❖ Leaving the room whilst you are with your doctor or nurse unless you request that we are present

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Section 3 - Your Support

Making Choices

We will encourage and support you to be ‘empowered’, make choices to lead a fulfilled lifestyle. We can give you advice and help you to find out information so that you can have new opportunities and experiences.



It is important that you feel able to talk to us about what you like, things you enjoy doing, things that you would like to try, what makes you happy, and also things that maybe you don't like or things that make you unhappy.

We are always available to listen to you.



It's ok if you want other people to help you with choices or decisions. You could ask your staff team, your family, your social worker/case manager or the other people that you share your home with.

You may also need to have help from an Advocate. This is a person who will listen to you and help you understand the best decision to make. If you need an Advocate we can help you find one by talking to your social worker.

Your Staff Team

Your staff team will include managers and support workers. Your support workers are there to help support you everyday and help you keep safe and healthy

Your Registered Manager is

Michelle Laugharne

Your Deputy Manager is

Louise Radbourne

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Your Support Workers



Your support worker will be trained to offer you the best support they can. You may have a special need which we will also make sure that they have specialist training so that they can support you with these.

We will always make sure they you build positive relationships with your staff team and that they can support you both in your home and in the community.

We will always ask you about the kind of support worker you would like in your home.

We will never allow all of your staff team to be on holiday at the same time, so that you will always have familiar people working with you.

Sometimes support workers can be ill and may become sick. When this happens, we will always make sure someone is there to support you. We will always try to make sure that its someone you know and we will always talk to you about this.










Other people who are important to the Carningli Trust are;-

- ❖ Director of Operations/ Responsible Individual - **Kerry May**
- ❖ Commercial & Finance Manager- **Anne Owens**
- ❖ Operations Manager - **Michele Jones**
- ❖ Carningli Trust Board of Directors - **John Hancock (Chair), Kay Coram, Tim Brown, Valerie Arnall, Wendy Shipman, Audrey Hancock, Dawn Pickering.**

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What can my Support Worker do

- ✓  Listen to you about any problems you may have.
- ✓  Support you with your personal care and treating you with privacy, dignity and respect.
- ✓  Support you with your health & lifestyle, like going to the doctor, taking medication, health eating and keeping active.
- ✓  Support you to attend church or practice any cultural activities of your choice.
- ✓  Support you with things that you enjoy, like going to cinema, meeting friends, going to work or college, shopping, using the telephone and visiting family.
- ✓  Support you with things that you might find difficult to do by yourself, like looking after your money, cooking, staying safe, learning new skills.
- ✓  Support you to plan day trips, holidays or regular activities you wish to attend.
- ✓  Support you to keep your home clean, tidy and make sure that everything is working properly so that its safe for you to use.
- ✓  Support you if you are upset, in danger or feel unsafe.

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What my Support Worker should **Not** do



Your support workers must not talk about you to other people if you don't know them or you have not given them permission.



Your support worker cannot change your medication, your documents, or make a decision about your health needs



Your support worker cannot make a decision for you unless you have told us we can do that. This will be written in your document "My Plan"



Your support worker is not allowed to accept gifts from you or borrow money from you.



Your support workers are paid to support you and should not tell you about their personal problems.



Your support workers should not give you any of their personal information e.g. home telephone.

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Section 4 - Your Home

The Minstrels

Your home **The Minstrels** has a large shared living room where you can watch TV, listen to music or just relax. You could also use this space to meet guests, for private meetings with friends and relatives.



From the living room there is the homes dining area with a large table and chairs, and then onto the large kitchen. The kitchen has plenty of space for making all your meals and another small table where you can keep an eye on your cooking !

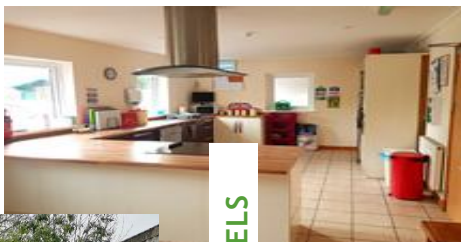


There are 3 bedrooms and a shared wetroom/bathroom on the ground floor of your home, these are found along a long corridor. There is a small utility room for all of your laundry.



Then there is also a small staff office where some of your personal information will be kept safely, and separate staff/visitor bathroom on the ground floor.

On the 1st floor are further 2 more bedrooms and another shared bathroom, fitted with bath, shower and toilet facilities.



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Your home has plenty of number of outside space. There are some spaces where there is grass and other spaces where there are patios and chairs. There is a large barn in the corner of the garden and this can be used as a space to have activities.



Our Outdoor spaces includes a large cabin that can be used all year around for private meetings with friends and family, for meeting with your social worker and/or advocate. We also use the cabins for activities all types of crafts, listening to music or sometimes just enjoying the peace and quiet and enjoying the countryside



Your home has access to secured WiFi, so you will be able to use any computers or tablets that you may have. Staff will need to make sure you do this safely



Where possible you will be expected to participate in household tasks to make sure you home is clean and pleasant to live in. During the daytime staff will give you the opportunity to participate in a range of activities like which may be planned, like a trip to the seaside. Or it could be something you need to do that day like going shopping for food or toiletries.



The staff team will help you plan your meals for the day, as sometimes you may decide to have lunch out. You may decide to eat your meals together but if you choose to eat at another time that is your choice.



Staff will make sure that you have healthy options for your meals and snacks and they might also have to follow advice from the G.P if they have told us that your health needs to improve.

All Carningil Trust homes are 'non-smoking' for everyone (staff, visitors, family, people we support), this means you cannot

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smoke inside the house or near any doors where people go in and out of your home.

If anyone chooses to smoke there will be a safe smoking area outside.



If you choose to drink alcohol we will support you to understand the effects it may have on your health and medication. There is a drugs and alcohol Policy that all staff must follow.

Visitors



You can have visitors whenever you like. As you share your home with others we would ask that you think about those you share with and talk to them about any visitors that may be coming to the home.

Telephones



You have use of the homes telephone and you can use this to make calls and receive calls. Staff will give you any support you need to do this. You will be able to take the handset into a quiet room so that you can talk in private.



You may choose to have your own personal mobile phone, which you will need to pay for yourself. You will need to be responsible for keeping the phone safe in your bedroom, but staff will be able to help you use it and charge it if needed.

Restrictions on your Liberty



A 'Restriction' means that we stop you from doing something or having something you ask for. There will be NO restriction imposed on you unless we have agreed this with your social worker/ case coordinator, to keep you safe.

If we agree a restriction is needed to keep you safe this will be written in your "My Plan" and is called a "Best Interest Decision".

If you feel that this has happened to you, or is happening to you now please tell someone. You can find out who can help you by looking at the 'Compliments and Complaints' Easy Read policy at the end of this guide.

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Transport



Your support workers may offer to take you in the cars that are owned by the Carningli Trust. All the staff who can drive must be over 21yrs old and have driven for 2yrs.

The cars can be used by everyone at the home and you will need to pay £15 per week and this covers all fuel, repairs and keeping our cars safe for use. We can arrange to take that money straight from your benefits that are to help you get around, so you don't need to worry about doing that yourself.



You could also choose to have your own car through your mobility benefit. We can help you to keep your own personal car clean and safe for use.



If you choose to use public transport -e.g. buses and trains then staff will make sure that you supported to stay safe.

Activities



If you have asked for an activity, staff will help you think about how much this will cost and who will pay for the activity. They will need to make sure that all your costs are included and those of staff if they also have to pay to support you.



The home will have a small budget to help cover costs of planned activities and this budget is shared equally across everyone in the home. If you decide to go on extra activities/day trips, staff will help to check your budget and then let you know if there are any costs you need to pay. We may need to agree any costs with your Social Worker/ Case Coordinator, family or friends if it's a large amount of money.



Your staff team can help you look for activities close to home that are free to attend or take part in. we will also make sure that staff apply for free passes to regular activities you attend, so that they may be able to support you for free.

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Your money



We will make sure that you get access to your money every week. The amount we have to give you is set by the government and is called you “Personal Allowance”. Sometime the Carningli Trust acts as your “Appointee” and this means that we receive



your benefit money and keep it safely in your bank account. You may already have someone who is managing your money for you, for example a family member, or the Local Council. The Carningli Trust will make sure they pay us your “Personal Allowance”, so that we can pass it onto your Registered Manager each week.

Your Registered Manager will help you set up a budget, so that you can buy the things you need. Your personal allowance should be used to buy things like;-



- ❖ Shampoo, shower gel, deodorant
- ❖ Magazines, newspapers, books
- ❖ CD's, DVD's



- ❖ Taking with you on activities for extra items you want to purchase.



If you need to spend larger amounts of money on clothing, day trips or possibly presents for family or friends birthdays you can ask the staff team to check your budget or savings. The Registered Manager will speak to your “Appointee” and will arrange for the extra money to be made available to you from any savings you may have.

Asking for help.....

Above all we want to help you to learn skills so that you can be independent, have a healthy and safe life in your home.

The staff team will treat you as an individual, but you have to remember to respect the needs and choices of other people you live with. They may like different things to you, and may need staff to support them in different

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ways to you. There maybe some things that you would like to do together, for example going to the cinema, and we can help you arrange these activities.

If at any time you feel upset or anxious please ask for help from the staff as they are always there to help you day or night time.

If you do not ask for help then you might behave in a way that upsets the people you live with, your staff team, family and friends.

We ask that all people we support, staff and visitors **do not**: -



No Swearing or saying words that upsets other people or calling people names.



No Shouting or raising your voice to other people.



No threatening too, or carrying out aggressive behaviour to others



No causing damage to the home, its furniture or items belonging to other people you live with.

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Section 5 - Your Safety

Protecting you from abuse or bad treatment

You have the right to be free from abuse. Abuse can mean lots of different things, it could include: -

KEEPING YOU SAFE

- ❖ Someone hurting you, this could include someone hitting, slapping, pushing or kicking you.
- ❖ Someone touching you in a way you do not like, this could include touching private parts of your body or touching you without permission.
- ❖ Someone upsetting you because of your race, disability, gender or sexuality. This may include stopping you doing something because of your disability or calling you names because of your race or sexuality.
- ❖ Someone upsetting you, this could include someone saying hurtful things about you, someone bullying you or making you feel bad.
- ❖ Someone failing to care for you, this might include not helping you to attend agreed activities, eat properly or not get a doctor for you if you are unwell.
- ❖ Someone using your money, this might mean someone is stealing your money, asking for money or spending your money on things that you don't want or need.

If Someone is hurting you or being unkind to you, you should tell somebody. You could tell your Support Worker, Manager of your home, Social Worker, Advocate, a family member as they may be able to help you.

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Keeping Safe In your Home

Your Safety is very important to the Carningli Trust

You should always ask visitors to your home to prove their identity. They can do this by showing you a photo identification card. If you are unsure about any visitors you should **not** let them into your house, and you could always ask your support staff for help.



We will always make sure your home is safe and secure. We do this by making sure that all your doors and windows close and lock properly when you are out of your home. We can also make sure that your personal belongings are kept safe and be locked away if you ask for this.



There will be lighting that comes on in emergencies both inside and outside the home. Your staff team will make regular checks to make sure they are working. You can always talk to your staff team about keeping safe in your home.

Keeping safe out when you are out and about



When you leave your home to go out on activities you must remember that there are many dangers, this might include using safe places to cross the road like pedestrian crossings, wearing a seatbelt in the car, being approached by strangers and avoiding areas at night where there is poor lighting.



Your staff team will always make sure that they have an emergency numbers with them when they are supporting you out of the home.

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Emergency Situations

Your staff team can always call the Carningli Trust On Call for advice and support **any** time of day or night. However, if you or your staff team are in any danger you should always dial **999** or **101** and ask the Police for help.

Health and Safety

The Carningli Trust makes sure that your staff team understandings about Health and Safety.



This includes checking smoke alarms, checking for damage to equipment in your home e.g. kettles, microwaves. They will also look out for any risks in the home e.g. a loose carpet that you could trip over.



There are other ways your staff team will also support you to be safe in your home. They may do this by helping you prepare and cook your meals or cleaning around your home.



If there are any risks to you in your home, this will be written in you “My Plan” documents and it will tell staff how they can support you keep safe.



If you want to be more involved in the Health and Safety Checks in your home please speak to your staff team. You can discuss and Health and Safety concerns at your house meetings or with anyone from you staff team at any time.

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Section 6 - Your Rights

At the Carningli Trust we will make sure that you have



The right to privacy and to be treated with dignity. This might mean having time to yourself and being supported in a way that makes you feel proud and important.



The right to be treated with respect at all times. This means people should always be polite, accepts your views and opinions.



The right to make informed choices. This means having all the information and support you need to make a decision about your life.



The right to information that is clear and that you can understand it. This might mean having your “My Plan” written in pictures, symbols or a different language.



The right to achieve personal outcomes and goals. This might means learning something new or being involved in a group, or an activity.



The right to personalised support. This means that your support will meet you own needs and your staff team will understand how best your needs can be met.



The right to be free from any discrimination. This means that people should not treat you differently because of who you are.

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Section 7 - My Useful Information

My Home
Address

My Emergency
Contact

The Carningli
Trust contact
details

My Doctor

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My Social
Worker/ Case
Coordinator



My Local
Chemist



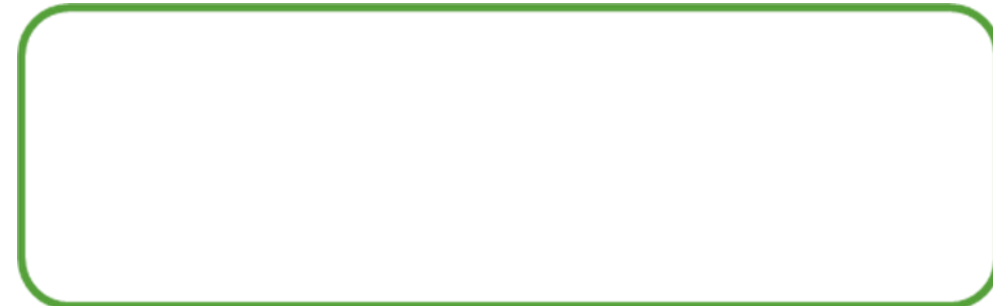
My Local
Optician



My Local
Dentist



My Other
Health
professionals



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My Advocate

Other people or places that are important to me are;-

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Section 8 - Compliments & Complaints



A **Compliment** is where you want to say how much you liked something.

We really like getting **Compliments!** It's nice to know when things are going well, or when someone supports you really well.

We like to share **Compliments** with our staff teams.



A **Complaint** is where you want to say you are not happy about something

We take all **Complaints** seriously and will do something about them. We have to do something about the complaint within a certain period of time. We have to tell the person making the complaint what we have done.

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People who can make a complaint or compliment:

- ❖ You!
- ❖ Your family and friends
- ❖ Professionals; like a Social Worker or a Doctor
- ❖ Members of the public

We will always listen to what people tell us so that we can:

- ❖ See what is working / what is not working
- ❖ Help to solve problems
- ❖ Stop things going wrong
- ❖ Support you better
- ❖ Keep you safe

What if I need to ask for some support?

You could ask....

- ❖ A member of staff
- ❖ The manager of your home
- ❖ Your family and friends
- ❖ Professionals; like a Social Worker or a Doctor
- ❖ You could ask for an advocate to help


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How do I tell you ?

Carningli Trust


❖ You could ask to speak to your Registered Manager, Operations Director or a member of your staff team who could help you write it down.

❖  You can write to The Carningli Trust

Our Office address is:- Panteg, Llangynin Rd, St Clears, SA33 4JR.

❖  You could phone our offices on;-

01994 231502

❖  You can email us on;-

admin@carninglitrust.org

What do I need to tell you ?

❖ Try and tell us as much detail as you can.

❖ Make sure you tell us in your own words

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What happens next.....?



Compliments

- We will make sure that we tell people about the good things you have said about us.
- We would tell the staff teams, the managers, our inspectors and social workers.
- If there is anyone else you would like us to tell, we could help you do that.



Complaint

- The staff will try and help you straight away and will let you know how they have dealt with it. You can ask staff to write down what they have done and give you a copy.

If the member of staff can't help you straight away then they may need to let a manager know.

- A manager will write to you within 3 working days. This means they will know about your complaint and let you know who will be investigating it.
- When the investigation has been completed the manager will write to you again, (usually within 20 working days from when you made the complaint) to let you know what we have found and what we are planning to do about it.
- If you would like to meet with your manager to talk about what we have found out, then you can let us know your choice. If, for any reason, we are not able to complete the investigation within 20 working days we will write to you to explain why and to let you know when it will be completed.

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What happens if I am still not happy ?

- ❖ There are other people you can speak to and their details are below

CIW or **Public Services Ombudsman for Wales**

CIW (Care Inspectorate Wales)

☎Phone: 0300 7900 126

✉Email: CIW@wales.gsi.gov.uk

✉Write to:

CIW
Sarn Mynach
Llandudno Junction
Conwy
LL31 9RZ

Public Services Ombudsman for Wales

☎Phone: 0300 790 0203

✉Email:

<http://www.ombudsman-wales.org.uk/>

✉ Write to:

1 Ffordd yr Hen Gae, Pencoed,
CF35 5LJ

If you need any help please remember to ask a member of staff