CARE & SUPPORT SERVICES

SERVICE USER’S GUIDE

“Transforming lives, building hope
Making dreams come true”

*We are registered with the Care Quality Commission*

Upon request his information can be provided in Braille, large print, cassette tape or in the service user’s language of choice
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Purpose of this Document

This document summarises basic information about Paradise Independent Living. It includes the information required by the Domiciliary Care Agencies Regulations 2002. It is a resource primarily for clients who use our services and people who are considering using our service. Relatives, carers, friends and health and social care representatives of service users, will also find the information helpful. It sets out how we will embrace the government’s personalisation agenda, by delivering client led services to people whether they are self funding or health and social services funded.

Background to the company

Paradise Independent Living (previously known as Paradise Homes), has been in existence for over 11 years. It started out as a family run organisation when we began looking after vulnerable young adults with emotional and mental health problems, in residential care homes and supported housing schemes. We have had great success in helping many young people improve their opportunities in life through education and employment as well as moving on to live independently in their own flats. Our reputation as grown locally, hence an increased demand for our services to be offered to a wider client group.

Care and Support Services

Our work has shown that there are a small number of people, who require ongoing long term care or support because of the nature and degree of their disabilities. Hence we’ve extended our work to offer a choice of high quality care and support services in peoples own homes. This service is registered with the CARE QUALITY COMMISSION and is available to a wider range of young adults who have complex needs. With the help of a highly trained and dedicated staff team, we now provide services to young people, with mental health problems, learning disabilities, aspergers syndrome, brain injury and physical disabilities.

In addition we can also provide flexible solutions to young people with special needs who can live independently with minimal support. The organisation is looking to expand its work by offering its services to a wider range of clients from surrounding London boroughs.

Staffing

Our current staff team consist of; a Service Manager and Quality Monitoring Officer, Support Workers and a Finance & Admin person.

All staff have a range of qualifications in health and social care. The majority have been working with us for more than three years. Our success in staff retention is due to the ongoing training we provide, flexible working options and our commitment to looking after the people who work for the organisation. The result of this is a better service being provided to the young people under our care.

When recruiting new staff, we aim to involve service users in the recruitment process as they have been invaluable in helping us to employ only the best support workers. We work to provide value for money, and high quality services to all our clients. Enabling them to choose where they want to live as well as remain in control of the care and support services they receive.

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Our Statement of Purpose

This Service User's Guide should be read in conjunction with our Statement of Purpose, which sets additional details such as:

- The nature of the services which we provide
- The names, addresses, qualifications and experience of the people who manage Paradise independent Living
- The range of qualifications of our staff team

Our Aim

We aim is to equip our clients with the knowledge, skills and ability, to take as fuller control of their lives as possible; thereby enabling them to feel more fulfilled in life through the range of opportunities and choices offered to them.

Our Objectives are to:

- Tackle some of the problems faced by vulnerable young adults with special needs, leaving care and transferring to adults services
- Increase vulnerable young adults awareness of their right to receive direct payments or an individualised budget
- Ensure our clients develop their own individualised personal plan in full consultation with family, friends and care professionals
- Provide services to clients in their own home at a time and in a way that is agreed by them
- To enable vulnerable young adults to develop their confidence and maintain their dignity, by retaining control of the care and support services they receive
- Empower our clients by enabling them to choose or refuse their support workers.
- Provide opportunities to choose from the range of recreational, educational and employment opportunities that are available in the community
- To actively provide access to appropriate health and social care services
- To provide experienced and committed staff that have the appropriate expertise and training to provide a holistic service to young adults with a range of complex needs.
- To promote a culture of continual learning within the staff team and foster continual improvement in service delivery
- To operate accordingly within the relevant legislative framework and policy guidance
- To establish and maintain effective lines of communication and joint working relationships with referring agencies and relevant health and social care teams.
Philosophy of Care and Support

1. **To focus on our clients.** We aim to provide staff who can deliver personal care and support in ways which have positive outcomes and promote your active participation. We strive to ensure that the services you receive from us, is helping you achieve your best.

2. **To ensure that we are fit for our purpose.** We examine our operations constantly to ensure that we are successfully achieving our stated aims and objectives. To help us do this effectively, we welcome feedback from you, your friend, relatives and professional representatives.

3. **To work for the comprehensive welfare of our clients.** We aim to provide for you, services which contribute to your overall personal and healthcare needs and preferences. We will co-operate with other services and professionals to help you to maximise your independence and to ensure as fully as possible your maximum participation in the community. We work to help you, to regain your self confidence and realise your personal aspirations. Your co-operation in achieving this is essential.

4. **To meet assessed needs.** Before we can agree your care and support services, your care professional should have helped you with, (a) an assessment of your needs and (b) assist you to devise a person centred plan. Once this is undertaken, it will be easier for everyone to decide whether our care and support services will adequately meet your needs. In the unlikely event that you have not had a comprehensive needs assessment undertaken by a care professional, we can assist in this area. We want to ensure that we able to provide you with the right sort of help that will meet your needs. Once you are receiving our care and support services, we will help you to reassess your needs as frequently as necessary. This offers you the flexibility to make changes to your care and support if you are not satisfied.

5. **To provide quality services.** We are whole-heartedly committed to ensuring you have staff who provide good quality services and aim for continuous improvement in the standard of care they offer you.

6. **To employ a quality workforce.** Standards for our managers and staff are based on the national occupational standards for the care industry set by the National Training Organistion. We provide ongoing professional development and training to all staff members.

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Charter of Rights for Clients

The aim of good quality care and support services must always be to promote a way of life for service users which permits them to enjoy, to the greatest possible extent, their rights as individual human beings. The following values underpin how we will work with you:

**Privacy** - Your right to privacy involves being free from intrusion or unwelcome attention from staff or others. We aim to maximise your privacy in the following ways.

1. Staff will only enter your home with your expressed consent.
2. You have the right not to have to interact with or be interrupted by a worker when, for example, you are entertaining a visitor or are engaged in an intimate activity. You have the right to say things like, “Please can you only come to see me after 10am.”
3. We respect the fact that your possessions and home are private. Staff will always act in accordance with the principle that they are invited guests in your home.
4. Our staff will respect your right to make telephone calls and carry on conversations without being overheard or observed.
5. We ensure that records of the services provided to you, are seen only by those with a legitimate need to know the information they contain. So we have some clients who have said “I don’t want my family to see my Care and Support Plan”. This request is fully respected by Paradise Independent Living.

**Dignity** - The right to dignity involves recognising the intrinsic value of people as individuals and the specific nature of each person's particular needs. We aim to maximise your dignity in the following ways.

1. If you require, we will ensure that you receive the necessary assistance and advice with dressing appropriately and maintaining your clothes in a clean and presentable manner.
2. We can help you to receive help with manicure, hairdressing and other elements of your appearance so that you can present yourself as you would wish. Our clients may ask staff, “Can you take me to get a haircut and shave today?”

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3. We aim to minimise any feelings of inadequacy, inferiority and vulnerability which may arise from your disability.

4. Your support worker and all our staff will treat you with the sort of respect which reinforces your individual personality. You will be addressed and introduced to others in the manner that you prefer. Our staff always responds to specific cultural demands and requirements, whilst aiming to maintain relationships which are warm and trusting but appropriate to the relationship of worker to service user.

**Independence** - Independence means having opportunities to think, plan, act and take sensibly calculated risks without continual reference to others. We aim to maximise your independence in the following ways.

1. We equip you with the skills and knowledge to manage for yourself where possible. We want you develop your potential rather than becoming totally dependent on your support workers and others. Sometimes staff may say to you, “*call the benefits agency and query the problem, but I will help you if you have any problems. This is the information that you will need to have before you make the call*”.

2. We will encourage you to take as much responsibility as possible for your own healthcare and medication. Your support worker can provide you with specific assistance in these areas.

3. We involve you in fully planning your own care, devising and implementing care and support plans and managing your records of care.

4. Where ever possible, we aim to work with your carers, relatives, friends and professional representative to provide as continuous a service as is feasible. We will respect your wishes, if you do not want certain individuals involved in your care.

5. Our aim is to create a climate in the delivery of care, which focuses on your capabilities and potentials rather than on disabilities.

**Security** - In providing services to someone with a disability, there is a difficult balance to be struck between helping you to experience as much independence as possible and making sure you are not exposed to unnecessary hazards. To enable you to take care of your safety and security we will help you to live in an environment with support structures that offers sensible protection from danger but with readily available assistance when required. This should not be interpreted as a demand for a totally safe or risk-free lifestyle; taking

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reasonable risks can be interesting, exciting and fun, as well as necessary. Therefore, we respond to our client’s need for security in the following ways.

1. We try to make sure that help is tactfully at hand when you need or wish to engage in an activity that places you in situations where you may be at risk.
2. We hope to help to create a physical environment which is free from unnecessary sources of danger to you or your property.
3. Each time a support worker visits you, he or she will always carry out risk assessments in relation to your home, equipment and the activities undertaken in and outside your home.
4. Our staff will advise you about situations or activities in which your disability is likely to put you, your property or others at risk.
5. The staff of our agency are well selected, trained and briefed to provide services responsibly, professionally and with compassion and never to exploit their positions by abusing a client. Managers will regularly request feedback from you regarding your experience with your assigned support worker(s).

Civil rights - We aim to help our clients to continue to enjoy their civil rights in the following ways.

1. If you want to participate in elections, we will try to access the necessary information and either provide or obtain any assistance which you need to be able to vote.
2. We want to help you make use of as wide a range as possible of public services such as libraries, education and transport. Our past and present clients have enrolled on courses at colleges such as CONEL, Southgate and Enfield.
3. We will encourage you to make full use of health services in all ways appropriate to your medical, nursing and therapeutic needs.
4. We provide easy access for you and your friends, relatives and representatives to complain about or give feedback on our services.
5. If we can we will support you in to participate as fully and diversely as you wish in the activities of the communities through voluntary work, religious observance, involvement in associations and charitable giving etc.

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Choice - Choice consists of the opportunity to select independently from a range of options. We will respond to your right to choice in the following ways.

1. We avoid a pattern of service delivery which leads to compulsory timings for activities such as getting up and going to bed and meal times
2. We aim to allow you to decide when and how you want activities undertaken
3. We will manage and schedule our services so as to respond to your preferences whenever possible, and with staff with whom you feel most comfortable.
4. We respect each individual’s eccentricities, personal preferences and idiosyncrasies.
5. We hope to cultivate an atmosphere and ethos in our service delivery which welcomes and responds to your cultural and religious needs.
6. We encourage all present and potential clients to exercise informed choices in their selection of the organisation and individuals who provide them with assistance.

Fulfilment - Fulfilment has been defined as the opportunity to realise personal aspirations and abilities. It recognises and responds to levels of human satisfaction separate from the physical and material, but it is difficult to generalise about fulfilment since it deals with precisely those areas of lifestyle where individuals differ from each other. We aim to respond to your right to fulfilment in the following ways.

1. We will try to help you to participate in the broadest possible range of social and cultural activities.
2. If requested, we will assist you to participate in practices associated with religious or spiritual matters, and to celebrate meaningful anniversaries and festivals.
3. We make particular efforts to understand and respond to your wishes to participate in cultural events or activities.
4. We will do everything possible to help you to achieve any reasonable unfulfilled task, wish or ambition.
Services We Provide

Domiciliary care means care and/or support within a client’s home. We provide this 24 hour per day, 7 days per week, 365 days per year. At Paradise Independent Living, we strive to provide a specialist and highly professional range of services as listed below.

Life Skills Training
- Help with Understanding nutrition
- Assistance to prepare meals
- Assistance with preparing shopping list, going shopping
- Assistance with budgeting for food, bills, clothing, recreation etc
- Escorting to appointments and shopping
- Help with cleaning home and making bed
- Laundering & clothing and bedding etc
- Mending, sewing and ironing clothing
- Prompting and supervision with personal hygiene

Assistance with benefits/bills
- Accessing welfare benefits
- Filling out forms etc
- Ensuring rent and other bills, debts etc are paid
- Opening up bank account

Accessing professional help & liaison with other agencies
- Accessing training, education & employment opportunities
- Accessing recreational facilities
- Accessing specialist counselling services
- Registering with GPs, Dentist, and Opticians etc.
- Arranging and attending appointments
- Liaising with social worker, doctors, chemist etc

Health & Safety Advise on
- Health & safety in the kitchen and home
- Operating & maintaining kitchen equipment safely
- Advice on fire safety
- Food hygiene and storage
- Arranging for repairs & servicing of personal equipment etc
- Reporting repairs and maintenance issues to landlord

Other support
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- Monitoring and supervising the use of medication through prompting
- Arranging prescriptions and collection from chemist
- Dealing with emotional difficulties (informal counselling)
- Befriending & chatting with users/guest
- Assisting with organizing social events
- Assisting with religious and cultural observances
- Assistance with maintaining contact with family and friends
- Escorting on trips and holidays

A contract for our services can include any combination of the above tasks as identified in an individual’s needs assessment and personal plan.

No contract will include:
- Nursing procedures.
- Support workers collecting money from bank or post office
- Manual handling
- Feeding, bathing or toileting
- Gardening, decoration or repairs to property

The above list is not exhaustive. Other areas may be introduced and/or the existing tasks itemised may be revised or withdrawn in accordance with future developments.

People for Whom the Services are Provided

To be referred for our care and support services, you must be between the ages of 16-35 years old with one or more of the following disabilities:

- mental health problems
- physical disabilities
- sensory impairment
- brain injury
- learning disabilities
- aspergers syndrome

There are some instances where we may accept a referral for someone beyond this age range. Please telephone the Service Manager first to discuss this. Under no circumstance will we take a referral for someone below the age range.

We may choose to revise the client group and age range in accordance with future developments

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How we Deliver Care

Initial referral

When you realised that you needed care or support services, you may have approached Paradise Independent Living direct; alternatively, you may have been referred to us by the social services department from which you initially sought help and which has accepted at least some financial responsibility for the services you require. In either case, information about you which is passed to us will be dealt with sensitively and in confidence. Before providing any services we will need to talk with you as the person who is going to be receiving the service, perhaps with your carer if there is one, and with the social services department responsible for agreeing your budget. At the very outset we need to be sure that the services we provide are going to be suitable for you.

Assessing the need

If someone comes to us from a social services department, the local authority care manager, (this could be your social worker) will have carried out an assessment of what you need. A summary of this information, usually called a needs assessment, will have been passed to us.

Your care manager would have used this information to help you decide what care and support services are required to meet your needs. You may have then been helped to devise your personal plan. When we meet with you, we will use your needs assessment and personal plan to assess whether we are able to adequately meet your needs.

If you approached us directly, we need to work with you to assess your needs and if appropriate we will assist you to devise a personal plan. This will help us to agree the range of services we can offer to you based on your expressed wishes. To do this we will need to ask you quite a lot of questions, and probably to seek information from your carer, your doctor, and any other specialists who know about your health and needs. The assessment will be carried out in conjunction with one of our managers.

We hope that you do not find the process by which we get to know your needs too intrusive. We want to help you build up a full picture and we will do this as quickly and tactfully as
possible. Remember, all the information will be treated confidentially. Our aim is always to make sure that we understand what you need and what your preferences are about services, so that we can respond in ways which really suit you.

Assessing the risks

If you have decided to have care provided in your own home, you will know of course that that carries some risk. A support worker is unlikely to be with you all the time so there will not be the same level of support as you would receive in, for example, a residential home. On the other hand you retain your independence and many people find that, on balance, a measure of risk is worthwhile. Nevertheless, we want to be sure that everybody concerned understands the risks and has thought about them responsibly and that the risks to be taken are not unreasonable or unnecessary. So, with you, we carry out a risk assessment, weighing up the risks to be taken, ways to minimise them and who to contact in an emergency.

Care & Support Plan

Having assessed your needs and risks, we then — again with help from you, your carer and or professional representative — prepare your plan of care and support services; we call this a Care and Support Plan. It specifies the services we will provide, with details like timings of support workers visits and all the tasks to be performed. It will also state what goals you have identified and timescales in which you hope to achieve your goals.

Reassessing the need and reviewing the care

Of course, over time your needs may change. You may need more or less care, the type or pattern of service may have to be varied, new risks may become apparent. So, again with your input, we will help you keep your needs under constant review, so you can make decisions about your care accordingly. A manager will contact you periodically to gather your views on the quality of the service you are receiving. If at any time there are aspects about your care or support, which you would like to change, let us know.

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Terms, Conditions and Fees

Charges for Services Purchased by the Local Authority

If all of your care and support services have been arranged by a social worker and the local authority is the purchaser then there are no fees liable to Paradise Independent Living from you. There may be an arrangement in place where by you will be expected to make a contribution to the Local Authority towards the cost of your care following an assessment of needs and income. If so, this will be arranged by your social Worker and they will provide the necessary details to you.

Charges for Private Service Users

If you receive direct payments or an individual budget, you will be charged for work undertaken by an employee of Paradise Independent Living. All rates are inclusive of National Insurance Contributions, commission and other costs unless agreed in writing. All charges are subject to regular review and variations will be notified to you in writing from time to time. All charges must be paid to Paradise Independent Living. Payment must not be made to the care and support worker, unless authorised in writing by the company.

Rates

The hourly rate for care and support services is dependent on the level and complexity of your needs. This can only be determined after a comprehensive assessment of your needs is undertaken. The hourly rates start from £20 per hour for someone with low support needs.

Sleep in (8.30pm-8am) – start from £65

N.B Paradise Independent Living reserves the right to alter rates charged at any time and reviews charges annually
Paying for the Service

Once you are in agreement with the services we will provide, you will be sent an estimate for the cost of your care and support services.

If you are in agreement with the fees payable, you will also be sent our contract with the detailed terms and conditions of accepting our service. We will expect you to sign one and send it back to us, whilst you can keep the other for your records. The contract will specify a start date when you will begin to receive our services.

You will be invoiced by Paradise Independent Living every 4 weeks. The invoice will detail each visit along with the charge for it. If you have any queries about the invoice then please contact the office immediately. All invoices should be paid within 7 days. If payment is not received by then all invoices will be subject to interest at a rate of 10% accruing on a daily basis.

Bank Holiday and Public Holidays

Bank holiday and Public holiday rates are time and a half. On 24th December and 31st December, bank holiday charges will apply after 17:00.

Timesheets

It is your responsibility to ensure that you complete the support workers time sheet. Failure on your part to countersign the timesheet will not affect your liability, for payment. The timesheet acts as a record of the time worked and upon which the charge to you is based, whether countersigned or not. If you have any queries, these should be raised by contacting the office within days of the date recorded on the time sheet concerned.

Cancellation of Service

It may be necessary at times for you to cancel the service we provide to you. Below are some of the reasons under which this may happen:

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- If you wish to terminate the service temporarily, you need to give 3 working days notice or you will be invoiced for the full cost of the visits.
- If you want to terminate the service permanently 28 working days notice is required and this must be put in writing stating the reason. Send this to the office.
- For further details service users should also refer to the Terms and Conditions of Business.

Either party, for any of the following reasons may terminate the service.

- If the client does not provide a safe working environment.
- If after a risk assessment, it is decided that the needs or the service user are beyond the capabilities of the agency to provide care/support.
- On the grounds of racial discrimination and or verbal or physical abuse against a Paradise Independent Living staff member.
- If the service user asks the staff to leave or refuses entry.
- If a regular staff member leaves and for whatever reason a suitable replacement cannot be found.
- If Paradise Independent Living has assessed it can no longer provide support/care in accordance with the Care and Support Plan for whatever reason.
- If there has been continued non payment of services.

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Complaints and Compliments

Paradise Independent Living welcomes feedback on its services, especially from our clients and their carers, whether these are compliments, complaints or suggestions for doing things better. We care about getting it right and we aim to give a high standard of service to everyone.

You should feel free to let the support workers working with you have any comments you wish to make.

If you prefer to take up the matter with someone else in the organisation or if you feel that a point that they have made is not taken seriously or acted on, you can ask to be put in touch with a manager.

If you want your dissatisfaction to be dealt with more formally, you should take the steps outlined in the attached complaints procedure.

You can also contact the organisations below to help you with your complaint. Or ask your relative, friend or professional representative to assist you.

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<thead>
<tr>
<th>Citizen Advice Bureau</th>
<th>Care Quality Commission</th>
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<tr>
<td>Unit 3, Vincent House</td>
<td>National Correspondence</td>
</tr>
<tr>
<td>2E Nags Head Road</td>
<td>Citygate</td>
</tr>
<tr>
<td>Ponders End</td>
<td>Gallowgate</td>
</tr>
<tr>
<td>ENFIELD</td>
<td>Newcastle upon Tyne</td>
</tr>
<tr>
<td>Middlesex</td>
<td>NE1 4PA</td>
</tr>
<tr>
<td>EN3 7FN</td>
<td>Email: <a href="mailto:enquiries@cqc.org.uk">enquiries@cqc.org.uk</a></td>
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<tr>
<td>Tel: 0870 126 4664</td>
<td>Tel: 0300 061 6161</td>
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Quality Assurance

We are always keen to provide the best possible service and to do this we continually check on what we are doing. Therefore, we talk with our staff and outsiders who have opportunities to see and judge our work, and above all listen to our customers. This process is called quality assurance. It involves:

(a) An annual visit to all clients by a supervisor or a manager to hear your views first hand
(b) Regular supervision meetings between each support workers and their line manager
(c) An annual survey of our clients, and where appropriate their relatives or representatives, to obtain their views and opinions
(d) Careful checks on all client files, timesheets and other records
(e) Weekly client update meetings with support workers
(f) Periodic telephone interviews with clients, by a supervisor
(g) Periodic review meetings with clients, their relatives and representative, support worker and a supervisor or manager

In addition to these opportunities, please feel free to let us have your views at any time. We need to know how we are doing, and you are best placed to tell us.

Our Policies and Procedures

What are policies and procedures?

Running an agency which provides care and support services, poses a variety of issues to be resolved, for users of our services, staff and managers. To be sure that we behave consistently, to capture good practice and to keep everybody informed of how the agency works, we have written down where we stand on certain key matters and how we handle certain frequently recurring situations. These are our policies and procedures. Together they form quite a long list. Users of our services are welcomed to examine any of these documents and to have a copy of their own if they wish.
Areas covered

Our policies and procedures cover the areas:

(a) statement of purpose, with the aims and objectives of the organisation
(b) conditions of engagement for staff
(c) staff contracts and job descriptions
(d) range of activities undertaken and the limits of responsibility
(e) personal safety for staff at work
(f) quality assurance system
(g) confidentiality of information
(h) non-discriminatory practice
(i) equal opportunities, including our response to sexual or racial harassment
(j) health and safety
(k) moving and handling
(l) dealing with accidents and emergencies
(m) dealing with abuse and bad practice
(n) data protection and access to records by service users
(o) assisting with medication
(p) handling money and financial matters on behalf of a service user
(q) maintaining the records in the home
(r) gifts and legacies made by service users
(s) dealing with violence and aggression
(t) escorting and entering and leaving the service user's home
(u) safe keeping of keys
(v) complaints and compliments
(w) staff discipline and grievances
(x) training and staff development.
Useful Addresses

**Social services department**

<table>
<thead>
<tr>
<th>Barnet, Enfield &amp; Haringey Mental Health Trust 305-309 Fore Street Edmonton London N9 OPD Tel: 020 8887 0606 Manager: Paul Withers</th>
<th>Central &amp; North West London NHS Foundation Trust Paddington CMHT 209 Harrow Road London W2 5EG Tel: 020 7266 6000 Fax: 020 7266 0691</th>
<th>East London NHS Foundation Trust North West Unit 1 Stratford Office Village 4 Romford Road E15 4EA Tel: 020 8221 6500 Fax: 020 8221 6501</th>
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**Health service**

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<tr>
<th>Enfield Primary Care Trust Hollbrook House Cockfosters Road Barnet EN4 ODR Tel: 020 8272 5500</th>
<th>Newham Primary Care Trust Warehouse K 2 Western Gateway London E16 1DR Tel: 020 8586 6200</th>
<th>Westminster Primary Care Trust 15 Marylebone Road London NW1 5JD Tel: 020 7150 8000</th>
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**Other agencies which provide independent advocacy and self advocates**

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<tr>
<th>Citizen Advice Bureau 311 Fore Street, Edmonton N9 Tel: 020 8373 6239 (General Enquiries) Tel: 020 8373 6234 (Benefit Advice)</th>
<th>Disability Information and Advice Project 187 Angel Place, Fore Street, Upper Edmonton, London N18 2UD. Tel: 020 8807 8888 Fax: 020 8807 8844</th>
<th>Enfield Law Centre</th>
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General Social Care Council

The General Social Care Council can be contacted at 2 Hays Lane, Hays Galleria, London SE1 2HB (tel: 020 7397 5100).

How to Contact Us

Head Office (for correspondences only)
Paradise Independent Living
39 Ingleton Road
Edmonton, London, N18 2RS

Personal Callers
30 Leyburn Road
Edmonton N18 2BE

Service Manager: Leonie Da Silva
Office hours during the day: 9am – 5pm (Mon-Fri)
Tel: 020 8245 5005

24 hours out of hours: 020 8245 5005

Details of Insurance Cover

Brit Insurance- Employers liability
Policy n.o BA12/00456/JE599Z08

Ecclesiatical - Public Liability
Policy n.o 02/PIP/0170362

Revisions of this Document

Paradise Independent Living reviews all of its policy documents from time to time. We welcome any comments on the contents of this and our Statement of Purpose.

Aug 09

Paradise Independent Living
Innovators in supported living solutions