

# Endecliff Mews (supported living)



## Service User's Guide

**This booklet is available in other formats**

Please telephone 247 8730 if you need this leaflet in large print, Braille, audio tape, or a community language.

**For more information**

about Social Services Tell: 0845 125 4113

Community Support Service

**Our staff:**

- are trained to a minimum of NVQ Level 2 (as required by the Department of Health),
- will have the necessary health and safety equipment.
- will be checked through the Criminal Records Bureau.

\* We will agree a level of service with you following assessment. The assessment identifies the difficulties you are having now, or may have and then we agree what support can be provided.

**Commission for Social Care Inspection**

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The Community Support Service is registered with the Commission for Social Care Inspection.

A copy of our most recent inspection report is available at One Stop Centres, or from:

Commission for Social Care Inspection  
St Paul's House  
23 Park Square (South)  
Leeds  
LS1 2ND

Telephone: 0113 220 4600

## Statement of Purpose (summary)

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To provide an accessible domiciliary personal care service for people of the Leeds Metropolitan District who have eligible needs, irrespective of age, disability, race, culture, religion and sexuality.

We will:

- provide an integrated and comprehensive Community Support Service, in order to maintain and promote your independence, respect your rights, dignity, privacy and choice.
- treat you with dignity and respect at all times, provide the service that we have agreed\*, to maintain your independence,
- if we have to change anything about the service, we will let you know as soon as possible. We aim to give you 24 hours notice of any changes,
- give you written details of contact numbers so you can contact us if you need to,
- take into account any special religious or cultural needs you may have,
- visit you every year to review the quality of the service,
- we hope you will be happy with the service but if you have any complaints we will reply to you quickly and we will deal with the complaint as explained on page 8.

## Contents

## Page

<b>About Endecliff Mews</b>	<b>4</b>
<b>Who can get the service</b>	<b>6</b>
<b>Who will provide the service</b>	<b>7</b>
<b>How much will it cost</b>	<b>8</b>
<b>When Are the services available</b>	<b>8</b>
<b>The information you give us</b>	<b>9</b>
<b>Your right to see information about you</b>	<b>10</b>
<b>Complaints, comments and compliments</b>	<b>11</b>
<b>Our insurance cover</b>	<b>13</b>
<b>Other information</b>	<b>13</b>
<b>Statement of Purpose (summary)</b>	<b>14</b>
<b>Commission for Social Care Inspection</b>	<b>15</b>

## About Endecliff Mews

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Endecliff Mews is purpose built supported living homes in the Hyde Park area of North West Leeds. The properties are owned and maintained by Connect Housing Association on a tenancy basis. The properties are built on three storeys with the supported living properties being on the ground floor with general let properties on the upper storey. All of the supported living properties are specially adapted for wheelchair access and range from single accommodation to shared accommodation. They all have a emergency call system and a fire alarm system which is controlled on site and can be responded to 24 hours a day.

The domiciliary care and supported living services are provided directly by the Community Support Service. Community Support service is part of the Local Authority – Adult Social Care. The Community Support team who provide support at Endecliff are designated, specially trained staff who will support people to maximise their independence and have control over their daily lives.

A full brochure on ‘Community Support Service’ can be made available on request. Community Support service may work with a range of other service providers to provide all or part of the support. Other service providers may be from the independent organisations or by means of a direct payment.

This leaflet is about Community Support Service (Supported Living) provided by Community Support Service, Adult Social Care.

There is a leaflet called ‘Complaints, Comment and Compliments’ which we will give you when the service starts which will give you more details on the processes.

## Our insurance cover

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**Public Liability:** the Council has insurance cover for all sums that it is legally liable to pay as compensation as a result of its negligence, including solicitor’s costs, for bodily injury or property damage that you might incur directly as a result of the Council having provided you with the service.

**Public Liability Community Support Assistants/Householders Liability:** the Council provides insurance cover for you as a user for any claim made for loss or injury that a member of our staff might incur whilst they are on your premises providing a service if the loss or injury occurs as a result of your negligence.

## Other information

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The New A-Z - Health and Social Care Information in Leeds. A mini guide for older and disabled .

- Social Care and Health Services – this is a leaflet about other services that are available.
- You can get copies of these from One Stop Centres, some libraries, or from Adult Social Cares - Tel (0113) 247 8924

Stage 2 should be completed within 25 working days after you and the investigating officer have agreed a statement of your complaint, although this can be extended to up to 65 working days in certain circumstances. We will keep you informed of the progress of the investigation.

If your complaint is not successfully resolved at Stage 2 then you can ask for it to be considered by a 'Review Panel'. The Panel is chaired by an independent person. The people who attend the Panel Hearing are yourself, someone to speak on your behalf, if you wish, the investigating officer from Stage 2, and the Chief Officer responsible for the service. At the Review Panel hearing it is your opportunity to explain why you are unhappy with the Departments response to your complaint at Stage 2.

The panel members will speak to everyone involved and they will then consider your complaint in private and report their findings to the Director of Adults Adult Social Cares. Any recommendations made by the Panel will be sent to you within 5 working days of the Panel Hearing. The Director will inform you within 20 working days of any action that will be taken in light of the recommendations.

If you are still not satisfied with the outcome of your complaint, or think that the complaint has not been dealt with properly you can complain directly to:

The Local Ombudsman  
Beverley House  
17 Shipton Road  
York, YO30 5FZ  
Telephone (01904) 380200, Fax (01904) 380269, Email  
enquires.york@lgo.org.uk

"We provide support to people and their carers to help them live as independently as possible for as long as possible, in their own homes. We will help you develop the skills you need to manage your own tenancy and daily living activity.

We are also able to support you with your social, personal care and day to day living needs

We will respect your cultural, religious needs and take these into account when supporting you."

## Who can get the service?

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Applicants wanting to receive the services should firstly make an application for a tenancy through Connect Housing Association. In addition to this someone will visit you to discuss the support you need. This is called an assessment.

The assessment will identify if you meet the eligibility criteria to be considered for a tenancy and support at Endecliff Mews. Most organisations have guidelines to help them decide whether a person will receive support or not. The Local Authority's guidelines are called the Fair Access to Care, if you would like a copy contact Adult Social Care.

To be considered for a tenancy at Endecliff Mews the eligibility criteria says applicants should be people with physical impairments, who may or may not have other impairments, who will clearly benefit from the physical environment at Endecliff Mews.

In addition priority will be given to people seeking to live independently for the first time.

Once it has been agreed that you are eligible for the services at Endecliff Mews (supported living), we will write a Support Plan with you based on the outcome of your assessment. You will be given a copy of your assessment and the support plan.

The Care Manager who did your assessment will review your care plan on a regular basis, at least once a year. The staff at Endecliff will also talk to you about the support you are receiving, this is to ensure that you continue to get the right level of support which could be more or less than your original assessment states.

## Complaints, comments and compliments

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We welcome feedback and comment about the service we provide at any time. If you wish to compliment a particular member of staff or service, you can send us a compliment we will send a copy to the staff concerned so that they know their work is appreciated. You will have a Quality Assurance visit once a year to have an opportunity to give your views and comments about the service you receive.

We hope that you are happy with the service, but if you are not please talk to the staff involved or their manager. If you would prefer to make your complaint in confidence, contact the Complaints Manager at Adult Social Care on (0113) 247 8627.

When your complaint is received we will send you a letter within 3 working days to let you know we have received it and to tell you how your complaint will be handled. A manager at Adult Social Care be asked to look into your Stage One complaint and they will contact you to talk to you as a first step towards resolving your complaint and they will send you a letter to explain the outcome of your complaint within 20 working days, however, if there are any delays you will be kept informed of the progress of your complaint.

If the complaint is not resolved at this stage you can contact the Complaints Manager and ask for a formal investigation under Stage 2 of the Complaints Procedure. An independent investigating officer will carry out a formal investigation into your complaint and provide you with a written report. The Chief Officer responsible for the service will then decide how to act on the investigation findings and will write to you.

**All Community Support staff are required to work to an agreed Code of Practice, which they carry with them and Leeds City Council's Staff Instructions. Inappropriate breaches of confidentiality or failure by Community Support Staff to abide by the Code of Practice or Leeds City Council's staff instructions will be investigated and may be subject to disciplinary action.**

For information about confidentiality and how we share information telephone Adult Social Care on 0845 125 4113 (textphone 0845 127 1113) This information is also on Leeds City Council's website.

## **Your right to see information about you**

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You have the right to see information held about you under the Data Protection Act 1998.

You have the right to see information if:  
you are the person whom the file is about,  
you are legally responsible for someone who is not capable of asking to see the file for themselves\* or

where the file covers more than one person, the council thinks this is reasonable, taking into account whether the other people have agreed.

\*please note - if you want to see the information about someone who isn't capable of asking to see or understanding the information for themselves, we have a legal duty to consider their best interests. In doing this we may decide to limit or refuse access to information or consider using an independent advocate.

If the support you need changes then the staff at Endecliff will ask your Care Manager to hold a review meeting with you. A member of the staff team at Endecliff will also attend this review meeting. Some people develop their independent living skills to such an extent that they no longer need the degree of support provided at Endecliff and are able to move into a lesser supported living environment.

## **Who will provide the service ?**

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All Community Support Assistants are carefully selected, this includes a Criminal Record Bureau check. Every effort is made to ensure that they get the right training to enable them to provide skilled support. All staff carry identification badges and you should ask to see them before allowing anyone into your home for the first time.

The registered provider of Community Support Service is Mike Evans (BA, MBA, and Certificate of Qualified Social Worker) and the registered manager for the service is Margaret Pease (Management Charter Initiative Level 4, continuous professional development units RMI and F3, qualified NVQ assessor, Diploma in Home Care Management).

## How much will it cost?

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Adult Social Care will need to do a 'financial assessment' with you to work out how much you would need to pay for the service. The assessment includes allowances for housing costs and any extra expenses because of your health. They will also check that you are getting the right benefits.

After the assessment we will be able to tell you the maximum amount per week you will need to pay for the service; this can range from no charge to a maximum charge per week. The actual charge may depend on the number of hours of service you have; if the charge for this is less than your maximum amount per week you will pay the smaller amount - the hourly rate for the service is currently £8.20\*. and you will be sent a bill every four weeks, you can pay through your bank or post office, by post, by telephone with a debit card, or on the internet.

\*correct at September 2006

## When are services available?

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The service is available 24 hours a day, 7 days a week, 365 days a year.

## The information you give us

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If we are providing a service to you we will need to collect some information about you to help us give you the right service. All information given is strictly confidential and staff have to comply with our confidentiality policy.

Sometimes we may need to share this information with other Council Departments or other organisations such as Health Services because we may need to work with them to get you the right service. We may also share your information with Commission for Social Care Inspection as they monitor the standard of our service to you.

All Community Support staff work to an agreed Code of Practice which they carry with them. You can also see a copy on Leeds City Council's website [www.leeds.gov.uk](http://www.leeds.gov.uk).

Staff may be asked about your health, wellbeing or for other information by neighbours, friends or others in the community. Usually this will be out of genuine concern, however, we will not divulge personal information about you in anything other than the most general terms and certainly not in circumstances where others may overhear. We will take care to protect your personal information from unidentified telephone enquires and we will never give your name and address to a telephone caller without your express permission.

Community Support staff whilst in the course of their work may learn many private matters concerning you which will be regarded as strictly confidential and not discussed with another person, however, information which could affect your health and wellbeing will where appropriate, be followed up and any necessary action identified will be taken after consultation with you.