

# 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](http://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
- 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.