

FAMILY WISH PROJECT

**(Working for Independence in Supported
Housing)**

Guide To Care Services September 2016



INDEX

INTRODUCTION

1. What is Domiciliary Care

ABOUT FAMILY HOUSING ASSOCIATION

ABOUT FAMILY WISH PROJECT

ABOUT OUR CARE SERVICES

2. How We Provide Care Services
3. Who Provides Care
4. Charges
5. Applications And Referrals
6. Appeals
7. Helping With Medicines
8. What We Do Not Provide
9. Keeping People Safe
10. Access To Properties
11. How To Cancel Visits
12. Care Provision When Usual Staff Are Absent
13. Stopping Care And Support Services
14. Timesheets

ABOUT OUR STAFF TEAM

15. Staff Qualifications and Training
16. Working Hours
17. Who Manages The Project

HAVING YOUR SAY

18. Consultation
19. Compliments and Concerns
20. How To Make A Complaint.

HOW WE MAINTAIN THE QUALITY OF OUR SERVICES

21. Annual Service Evaluation

22. Confidentiality

23. Health and Safety

24. Policies and Procedures

25. Equal Opportunities

26. Regulatory Inspections

INTRODUCTION

This guide provides information about the care services we deliver within Family WISH Project.

It is reviewed annually and was last reviewed during September 2016.

1. What Is Domiciliary Care

Domiciliary care falls within the definition set out by the National Minimum Standards for Domiciliary Care Agencies in Wales – for example, help with bathing, dressing, personal appearance, taking medicines etc.

Our support services, including prompting with medicines and other personal care involving “prompting” are funded by the Supporting People Programme Grant and Abertawe Bro Morgannwg Unitary (ABMU) Health Authority.

We can only provide physical care or care to people who do not live in our supported accommodation if a care manager from the local authority’s Social Services Department has carried out an assessment, agreed to the care being provided and arranged funding.

ABOUT FAMILY HOUSING ASSOCIATION

Family Housing Association (Wales) Ltd has approximately 2,500 properties in South and West Wales and is registered with the Welsh Assembly Government as a social landlord.

We are a registered domiciliary care agency with Care and Social Services Inspectorate Wales (CSSIW), and an ‘Approved Support Provider’ with the Local Authority’s Supporting People Team.

ABOUT FAMILY WISH PROJECT

Family WISH Project has been providing domiciliary care and housing-related support to people experiencing or recovering from mental ill health since 1990.

We provide accommodation with care and support in both the City and County of Swansea and Neath Port Talbot County Borough Council. We are also able to provide domiciliary care to people experiencing mental illnesses who are tenants of other landlords, or who own their own home within the City and County of Swansea, provided that funding for a care package has been agreed with the Social Services Department.

ABOUT OUR CARE SERVICES

2. How We Provide Care Services

The amount and type of care we provide is agreed with the person's care manager and is based on their assessment of the person's individual needs.

All care is planned **with** the person receiving it and this is reviewed at least every three months with the person themselves, the care manager and anyone else the person wants involved,

3. Who Provides Care



People needing care and support services are able to choose to have their care provided by an agency other than Family Housing Association

People in receipt of care services from Family Housing will have a dedicated named worker from our Care and Support team. This person is responsible for agreeing how the care is delivered will meet a person's needs. To do this they will liaise with other members of the team and other agencies where necessary.

The staff team providing our services consists of a number of people, each of whom has a specific role to play. The names, job titles and roles of all the members of the team are attached to this document, in a section called '*About our staff team*'.

4. Charges

If you live in one of our supported housing properties you will have to pay rent and a service charge for your accommodation. Our staff can help you claim Housing Benefit if you are entitled to it, but you will be expected to pay any difference between the benefit you receive and the rent we charge. These charges are reviewed once each year.



Although all charges we make for support are funded by the Supporting People Programme Grant except in Neath Port Talbot where this depends on your financial circumstances.

The charges we make for care services in all areas are also based on an assessment of your financial circumstances. Social Services may charge you for personal care in line with the local authority's charging framework.

5. Application And Referrals

We can only accept applications for our supported accommodation via the Oasis project. The Oasis Project is the part of Abertawe Bro Morgannwg Unitary (ABMU) Health Authority which organises referrals to supported housing for people with mental illness. Anyone who needs accommodation must discuss this with his or her care co-ordinator.

Applications for our care services must be made through The City and County of Swansea Social Services Department.

Before agreeing to provide a service we will carry out an assessment to make sure that we can meet the applicant's needs

6. Appeals

If you are unhappy with our decision not to provide you with care can ask contact the Responsible Individual on ***01792 460192***.

7. Helping With Medicines



We recognise that some people may not be able to take prescribed medicines correctly or safely without help.

We have policies and procedures in place to make sure that we can support people with their prescribed medicines as safely as possible.

8. What We Do Not Provide

There are some things we will not be able to help with. This is because the law does not allow us to, or because these things could be better provided by other services. These include:

Lifting or moving heavy furniture or other items

Our staff are not allowed to move or lift heavy items like furniture. We can arrange for a reputable local organisation to help with this.

Managing your money

Our staff are not allowed to manage money for people but can hold some money for safe keeping where this is agreed as part of their care plan by their care manager.

9. Keeping People Safe

Because we provide care to people who may be considered vulnerable we are legally required to report any incidents of actual or suspected abuse to social services.

We operate in accordance with the local procedures for Safeguarding Vulnerable Adults from Abuse and also in accordance with Welsh Government's "In Safe Hands" guidance which covers how our staff deal with tenants' financial affairs.

10. How To Cancel Visits

We will only ever cancel care visits in exceptional circumstances and will never do this if this would put someone at significant risk.

There may be times when care visits need to be cancelled or rearranged. The named worker or another member of staff will inform the person in advance, if this should be the case.

If someone wishes to cancel or rearrange care visits they can do this by contacting their named worker.

11. Care Provision When Usual Staff Are Absent

We appreciate how important it is to have known and trusted people providing care. We will ensure that our staff are introduced to people receiving care services before they start working with them.

We do not normally employ temporary staff from other agencies to provide care; however we do retain the right to use them to cover a long-term absence, such as maternity leave. In this event we will ensure that we introduce the new worker before they start providing services.

12. Stopping Care Services

We may stop providing care services in the following circumstances:

- If a person's care manager says these are no longer required.
- If a person decides to receive care from another agency
- If the safety of our staff is at risk
- If there has been a change to the contract (although, in this case, the local authority will make other arrangements)
- If the service we offer is refused.

Please note that receiving care from us is not a condition of any tenancy issued by Family Housing Association (Wales) Ltd

13. Timesheets

You may be expected to sign timesheets to say that you have received the care that we are supposed to provide to you.

ABOUT OUR STAFF TEAM

14. Staff Qualifications And Training

Our staff are expected to treat people with dignity and respect at all times. We train all our staff to a high standard to ensure that they are appropriately qualified as specified by the Care Council For Wales so that we are able to provide high-quality services.

Working Hours

The time staff are available varies between properties depending on the level of care and support that is provided and are as follows:



- *6/7 Slate St; 24 hours a day*
- *Robense House; 24 hours a day*
- *27 Crown St; 08:00 - 22:00 plus sleep-in*
- *1 & 3 Bernard St; 08:00 - 21:00 plus sleep-in*
- *213 St Helens Ave; 08:30 - 21:00*
- *90 & 100 St Helens Road; 08:30 - 21:00*
- *42 King Edward Rd; 08:30 - 21:00*
- *121 Oxford St; 08:30 - 21:00*
- *21 Sketty Rd; 08:00 - 20:00*
- *Ty Eithin; 08:30 - 21:00*
- *18 - 21 Clos Yr Orsaf; 09:00 - 17:00 Mon - Fri*
- *109 Windsor Rd; 09:00 - 17:00 Mon - Fri*
- *15 Alltywerin Rd; 09:00 - 17:00 Mon - Fri*
- *Flat 4 Hazel Court; 11:00 - 18:00*

These hours are subject to change depending on the level of peoples support needs.

We also operate a 24 hour on call service that is available in emergencies.

15. Who Manages The Project?

The 'Responsible Individual'

The Care Standards Act 2000 requires that someone has overall responsibility for the care provided by staff working within the WISH Project. This person is known as the 'Responsible Individual'.

The 'Responsible Individual' for the WISH Project is:

Mark Hopkins

Supported Housing Services Manager

The Responsible Individual can be contacted at our head office at:

Family Housing Association (Wales) Ltd
42 Walter Road
Swansea
SA1 5PN
Telephone: 01792 460192 or 01792 482161

Registered Managers

Due to the size and different types of service within the WISH Project, we have five Registered Managers who are jointly and severally responsible for care services with each having their own area of responsibility: These are:

Sarah Mills (Team Manager)

1 & 3 Bernard St, Uplands, Swansea; 21 Sketty Rd, Uplands; Swansea;, Swansea, Flat 4 Hazel Court, Swansea)
Tel: 01792 455398

Fran Westcott (Team Manager)

6/7 Slate St, Morriston, Swansea; 27 Crown St, Morriston, Swansea; 18-21 Clos Yr Orsaf, Morriston, Swansea.
Tel: 01792 701110

Andrea Lock (Team Manager)

213 St Helens Ave, Swansea; 90 & 100 St Helens Road, Swansea; 42 King Edward Rd, Swansea; 121 Oxford St, Swansea; 31b Madoc St, Swansea.
Tel: 01792 648325

Mark Davies (Team Manager)

109 Windsor Rd, Neath; 15 Alltywerin Rd, Pontardawe.
Tel: 01792 482673

Phillip Stapley (Team Manager)

***Robense House, 12 Uplands Terrace, Swansea. Ty Eithin,
Gorseinon, Swansea***

Tel: 01792 450040

HAVING YOUR SAY

16. Consultation



We welcome and value the views of people that use our services and are committed to using this feedback to review our services and continue to improve. We carry a variety of consultation using questionnaires, focus groups or other types of survey on a range of topics. This helps us to assess the quality of the services we provide so that we can make any changes you think are needed.

17. Compliments And Concerns

We welcome feedback about our services. If someone has specific concerns, or would like to give us a compliment, these can be discussed with our staff team. A senior member of our team will respond to any concerns or compliments we receive.

18. How To Make A Complaint

We provide everyone who uses with a copy of our complaints policy. If you want to complain about any aspect of the service we provide you can speak to any member of staff. They will ensure that your complaint is looked in to and provide you with a response.



You also have a right to complain to the Care and Social Services Inspectorate Wales if you are unhappy about the care you receive. Their details are as follows.

*Care and Social Services Inspectorate Wales
South West Regional Office
South West Wales Government Buildings
Picton Terrace
Carmarthen
SA31 3BT*

Phone: 01267 245 160

Email: cssiw.southwest@wales.gsi.gov.uk

Fax: 01267 245 140

People receiving care from us can also complain to the local social services department. Their contact details are as follows.

*Complaints Officer (Social Services), Council
Complaints Team
Freepost NAT3982
Legal Services, City and County of Swansea
County Hall
Oystermouth Road
Swansea, SA1 3SN*

Phone: 01792 637345

E-mail: corpcomp@swansea.gov.uk

HOW WE MAINTAIN THE QUALITY OF OUR SERVICES

We always strive to provide the best possible service at all times.

To make sure we do this our services are monitored in a variety of ways. This includes audits by regulators and commissioners (organisations that fund us), annual service evaluations, “in house” by our managers and our Quality, Policy and Information Officer and by asking for feedback from the people that use our services.

19. Annual Service Evaluation

The Services we provided are evaluated every year and we use this process to help us plan any improvements we need to make. We will ask everyone who has used our services or who have an active interest in them what they think as part of this process.

20. Confidentiality

All personal information held is treated in accordance with the Data Protection Act 1998.

Information is only shared:

- With staff providing services
- If there is a risk to a person’s health, safety or wellbeing
- If we are legally required to (for example, if the police or a health authority ask us for the information)
- With our regulators and commissioners so they can check the quality of the services we provide

21. Health And Safety

The health and safety of our staff and people who use our services are our utmost concern. We have robust risk assessment procedures in place to minimise the likelihood of accidents happening and our staff are appropriately trained to carry out their roles.

22. Policies And Procedures

We have a comprehensive range of policies and procedures that set out how we deliver our services which we regularly review to ensure we continue to meet the needs of our customers.



23. Equal Opportunities

We are fully committed to providing equal opportunities in all our activities. We support the growing diversity (differences) of the community we serve, and the people we employ and recognise our responsibilities under equality legislation.

24. Regulatory Inspections

Our care and support services are formally inspected at least annually by Care and Social Services Inspectorate Wales (CSSIW) and periodically by the Local Authority Supporting People Team.

You can get a copy of the most recent CSSIW inspection report from any of our Registered Managers or by visiting www.cssiw.org.uk.



Family Housing Association (Wales) Ltd

**41/43 Walter Road
Swansea
SA1 5PN**

Phone: 01792 460192

Website: www.fha-wales.com

