



Welcome Guide

This guide is provided to give you information about Genell Support. It contains core policies and procedures and shows how our quality service will provide your individual package and uphold the highest possible standards.

If you would prefer a different format or like any further information, please contact speak to the Home Manager who will be happy to accommodate your request.

About Us

Genell Support was established in January 2021 by the directors who between them have a combined 40 years' experience in providing support services to young people and young adults. We pride ourselves in our flexible and co-operative approach to our work to ensure that you will receive a high-quality service. We have a team of trained adults who provide a high-quality service in line with our guiding principles and our ethos of making a real difference in the lives of the young people we support.

Mission Statement

Our vision is for Genell Support to set new standards of integrity in the provision of supported living services for young people by putting ethics before profits, and by building a legacy that shapes a new way of delivering social services to young people.

Aims

Our aim is for the young people we support to be able to answer yes to each of the following statements:

- I am safe and not being taken advantage of in any way.
- I am safe from all forms of abuse and neglect.
- I am safe and secure in my home.
- I have a care plan planned around my needs which is regularly updated.
- I receive care delivered in a dignified manner.
- I am not discriminated against for my chosen lifestyle.
- I am not discriminated for any disability I have.
- I am always shown privacy.
- I am listened to.
- I am treated with sensitivity for my needs.

Objectives:

Implementing a personalised service which will enable you to stay safe in your own environment, while allowing you to develop independent living skills in preparation for living in your own home.

To provide you with training to prepare you for entering work.

Encourage continued links with Genell Support when you leave us and providing you with an ongoing source of support as you transition into independent living.

How do we reach our 'Aims and Objectives'?

We work alongside policies and procedures that promote high quality principles that take into consideration your rights, privacy, independence, security, civil rights, choice, and fulfilment. Before you move in, we ensure that your needs and preferences are thoroughly assessed by one of our trained and experienced team members and with the local authority to ensure we know what you would like to achieve and how we can help you to do that.

We acknowledge that needs may change, and we are able to approach this in a flexible way. We employ highly trained team members, and ensure they are trained to meet all your individual needs. We monitor and review staff performance through supervision, observation, and appraisal. Throughout periods of sickness and holidays we endeavour to provide the same level of care for the service users as they usually receive. We do not use agency team members, so your care and support are consistent, and you do not get used to different people coming into your home.

We aim to achieve this vision by committing to making a difference by:

- Providing our young people with a full assessment of needs and ongoing mentoring assessment.
- Ensuring that our young people have access to full-time education, including those who are unable or unwilling to access mainstream education.
- Providing our young people with transport to meetings and appointments.
- Providing our young people with a support network post move-on through by providing our young people with ongoing access to our support services after their transition to full independent living.

Our Initiatives

We always involve our young people in the planning and implementation of our initiatives, and look to make a difference for our young people, and our local communities by engaging with:

Local community initiatives - we embrace our social responsibilities and want to give back to our local communities, we will provide you opportunities to form and run youth advisory groups, the chance to take part in associate-led projects with our partner organisations, as well as facilitating volunteer opportunities within the arts, animal shelters, and other caring ventures.

Governance initiatives – the objective of our governance programme is to bring our young people together to create a sense of achievement and pride. The aim is to provide young people with decision-making opportunities they may not otherwise have experienced. This could mean playing an active role on our policy review committees, interview panels, quality assurance assessments, provider forums, and other areas that can impact directly on the lives of the young people themselves.

Who will support me?

All our team members are very experienced and are all either trained or are training towards the minimum standard of Diploma Level 3 in Health and Social Care or the equivalent. We also provide accredited in-house training from other professionals. Senior team members have completed level 5 Diplomas. Some of the training that the team members complete, you will be invited to complete so you have real qualifications that will help and support you in developing skills when living independently, this will be items such as First Aid, Health and Safety and Food Hygiene training. All our adults are vetted and checked to make sure they meet not only the legal requirements, but also our own high standards.

Key Working

When living with us you will have a keyworker, an adult who has been carefully selected to work with you while you are with us. You will be supported by every team member, but your key worker will be working hard to make sure you have everything you need, and they will help you learn new skills and prepare you for adult life.

These are things a key worker may do:

- Spend time with you 1:1 each week/month to talk about anything that is on your mind.
- Helping you have your voice heard with making plans for your future.
- Discuss your progress at meetings (team meetings, review meetings, parent/carer teacher meetings at college)
- Help you keep in touch with family and friends.
- Help you plan for your future moving on to another home or learning to live independently in your own home.

Monitoring & Reviewing

When your support starts and has had time to settle, we have an ongoing monitoring process. All plans are reviewed and updated at least six monthly. This allows the team members to identify if the plans are still adequate to meet your needs and choices. We will also have regular meetings with you to make sure you are happy with the plans and if there are changes you would like to make.

Our Policies

All our team members acknowledge they have read and understood all the policies and complete a declaration stating so. All policy and procedure documents are available on request. Please ask your key worker if you wish to view these.

Equal Opportunities

We are committed to providing the highest standard of support for you and the other young people who live with us. We believe that promoting equality will enrich your support and ensure it is fairly accessed and sensitive to your needs. We will strive to ensure your support will be well met on the grounds of gender, sexual orientation,

nationality, ethnic origin, religious beliefs, disability, marital status, age, or any other grounds. We aim to respect your ethnic and cultural identity and your individual needs to promote an effective and sensitive service. We recognise to achieve these aims we must have regard of your views and opinion on how your care plan is being delivered.

Health and Safety

We accept responsibility to take reasonable steps to ensure the Health and Safety of anyone who may be affected by our practices and equipment. We provide individual and environmental training and supervision as necessary for this purpose. All team members know that they must comply with the Health and Safety at Work Act. You will have specific risk management plans in place, and these will be formulated by your key worker and yourself.

Your safety at home

All our staff take your safety and security very seriously, and we do have CCTV within the home and external to the home to help keep you safe. These are not in your bedroom, only in the communal areas as this adds security and safety.

Staying safe

Fire safety – There are fire alarms in the home that we check regularly. We make sure that the home is as safe as possible for you. Our team members are trained to know how to prevent fires and what to do if a fire starts. If you see fires tell a staff team member. If there is a fire you should leave the home and go outside and stay in a safe place. You will be told where the safe place is. You should stay there until told otherwise.

Quality Assurance

Delivering a high quality and person-centred service is our priority. We monitor the quality of your support for you and appreciate your views on your support. Either through verbal feedback, or written surveys, compliments, and complaints, we ensure we are meeting your needs. This gives you an opportunity to state how our team members are delivering your support and for us to improve.

Quality assurance starts with recruitment of the best team members possible and continues with systematic and on-going development and monitoring of the work performance. We also monitor our team's needs on a regular basis through supervision, team meetings and training both internally and externally.

Incidents & Accidents

Any accident, injury or dangerous occurrence affecting you or another young person that lives in our homes, is reported to our directors. Incident report sheets or an accident book are provided for this purpose and are reported within 24 hours by the manager. All incidents will be thoroughly investigated, taking appropriate action in the case of misconduct or to develop preventative strategies. Accidents and incidents will be reported to the relevant authorities, and the Health and Safety Executive if required.

All risk assessments are reviewed at least 6 monthly, or whenever new risks are identified.

Confidentiality

Any confidential information is stored and handled appropriately in accordance with the Data Protection Act 1998. Our team members all sign a confidentiality agreement before induction and commencement of their roles. Our grievance, whistle blowing, and abuse policies ensure that although confidential information is held, it does not preclude that information cannot be disclosed if any abuse is suspected.

Complaints and Compliments

We always welcome feedback from you – any comments at all either positive or negative.

A quality assurance questionnaire is given out at least 6 monthly and its findings are used to monitor our standards. We welcome your input and recommendations. This information is for every person's benefit.

Complaints Procedure

- We ensure there is a clear, simple, and fast-moving procedure for dealing with your complaints:
- Complaints are dealt with at the appropriate level and with minimal delay.
- All complaints received are accurately recorded.
- Complaints will be received and dealt with in an open and fair manner.
- Complaints will be investigated, and the outcome confirmed within a maximum of 4 weeks. When this is not possible, an explanation of the position and reason for the delay will be sent within 14 days.

Every complaint received, either written or verbal, is recorded, and immediately acknowledged in writing. The Home Manager will undertake the necessary enquiries promptly and the outcome confirmed in writing within a maximum of 4 weeks. All complaints are monitored on a continuous basis by the Manager, who will submit a summary of complaints to any respective purchaser on demand. If you need to make a complaint this can be made to any of the team members who work with you, and they can help you to write this.

Our Moving on Programme

- Long-term support planning – we will put together a pathway plan for you moving on to independent living. We will work with you in doing this and identify and assign key team members to support your transition. Your key worker will provide support to you throughout the whole process, and for as long as you need our support afterwards.
- Maintenance of key relationships - several months before your transition to independent living, our team members will assess your readiness and assign a transition mentor to you. Following your transition, support will be provided

at your independent living accommodation, team members will gradually reduce the support as you gain the life skills and confidence, you need to safely complete your transition to fully independent living.

- Ongoing consistent support - when you are transitioning to your independent accommodation, the same key team members you had in our supported living services will provide ongoing outreach support. This outreach support will be gradually reduced only when you are able to safely live independently. Throughout every stage of the programme, you can retain access to all our services, providing a consistent environment where you can socialise, meet with friends, attend our education and training programmes, and receive mentoring/therapeutic support if needed.
- Meaningful education, training, and employment - on our moving on programme you will be given the opportunity to gain an accredited qualification.