

Our Values are.....

Trust: Ensuring that all communications are truthful, understandable to those it affects and maintains the relationship of reliability.

Positive Regard: Recognising and respecting the differences that every individual brings, both good and bad, and making the necessary adjustments to assist individuals to positively grow.

Shared learning: Sharing knowledge, skills, attitudes and understanding whilst ensuring that any activity is done to the best of our collective abilities.

Equality: Treating everyone differently in order to afford them the same opportunities.



Primavera is a Supported Living Service. We support young people and adults with learning disabilities and various associated conditions.

Primavera House is a large detached house in Aldershot, Hampshire. We aim to provide a homely and welcoming feel so that people living here feel safe, comfortable and independent.



We are a short walk from the town centre, local shops are nearby, and we are also close to the train station and bus stops.

Our staff are all local and can support people with directions to local services and facilities.



A warm, comfortable and safe home where people thrive.



Our staff are all fully trained to a high standard. We have staff on duty every day, according to people's identified needs.

We also have 2 wake night support workers on duty every night.



People have their own front door key if they would like one.

Primavera Charter No. 1

We will support people to have their voice heard.



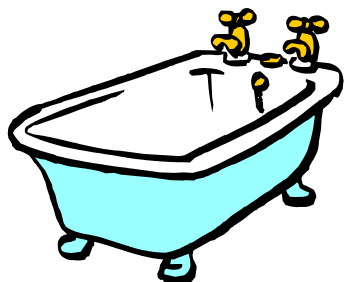


The house is set over 2 floors. From the front door you will enter into the ground floor entrance.



There are 2 bedrooms on the ground floor with en-suites.

You can have your own bedroom key if they wish.



There is also another toilet and bathroom with shower for individual use.



Our lounge is where you can relax and watch television if you choose to do so, and enjoy company and activities with others.

Primavera Charter No. 2

We will support people to build on their strengths.





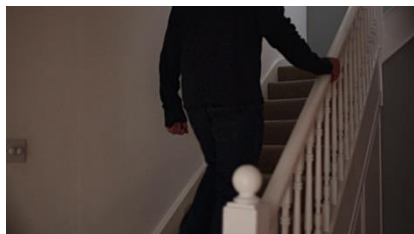
This is where you can make your own drinks. You can have a drink whenever you like. We can help you develop your cooking skills if this is what you would like to do.



There is a large dining room which leads directly into the large garden area which can also be used to do activities in.



There is also another toilet on the ground floor.



On the first floor there are 4 bedrooms and en-suite availability.

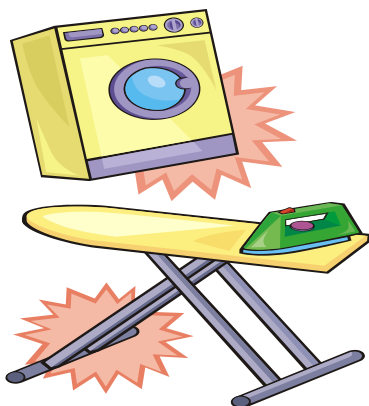
Primavera Charter No. 3

We will support people to make a positive contribution to their communities.





From the ground floor you can go into the garden. In the summer we will be having barbeques/ garden activities.



The laundry room is in the room next to kitchen. This is where we will support/assist you with your own washing.



There is a private room where you can make private phone calls or have meetings. We can also help keep your information safe in this room.



We do want to put your own personal touches in the home so we will develop this with you.

Primavera Charter No. 4

We will support people to be healthy, in mind, body and spirit.





A key worker: The keyworker will be matched to your needs and requirements. The key worker will support you to identify your needs and make sure these are met. They will enable you to make use of the facilities that are available.



Assistance with Health appointments: We can support people with health appointments such as dentists, doctors, hospital appointments and opticians. We can support you make appointments and go with you if you want this help.



We can order medication, and support you to take your medication and ensure this is kept safe.



Increase Life Skills: Helping you develop your life skills such as cleaning your home, purchasing food and clothes shopping or paying bills.

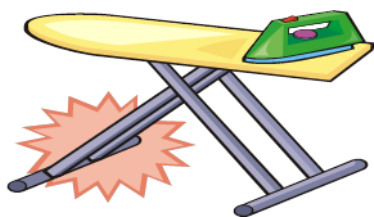
Primavera Charter No. 5

We will support people take responsibility in their lives.





Cooking: We can support you to learn how to keep yourself healthy by gaining skills in making drinks, snacks and main meals.



Laundry: We can support you to wash and iron their laundry if you would like to develop these skills.



Maintain friendships and relationships: We can support you to keep in contact with family and personal relationships and friendships. You are welcome to bring friends and family to Primavera House as long as we are aware of this.



Empowerment meetings: We can support you to increase your confidence. We can do this by encouraging you to become actively involved in the day to day running of the home through house meetings.

Primavera Charter No. 6

We will support people to develop positive relationships.





We hold meetings each week to discuss:

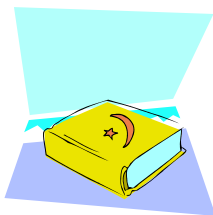
- Issues and concerns
- What's going on
- Menu planning



Activities: You can make your own choices and plan the activities you want to do as long as you can afford this. You might have a hobby but not sure how you can meet others who share the same interests. We can support with this.



College Courses/Voluntary or Paid Employment: We can support you with courses at the local college or support you in finding voluntary work or even help seek employment.



Religious Beliefs: We will support you in observing your religious beliefs and respect your culture.



Primavera Charter No. 7

We will support people to make the right choices.





Staffing: The home is staffed 24 hrs a day so that there is always a member of staff to help you whatever the time of day. The staff are here to support you.

They will respect and treat you with dignity. How you wish to be supported is your choice and you will be involved in all decision making. You will be given as little or as much support as you need.

The Manager is present in the house between the hours of 9am and 4.30pm and is available to reach by phone in outside of these hours if required.

All the staff are trained in

- First Aid
- Health and Safety
- Food Hygiene
- Manual Handling



Staff regularly attend training courses to make sure we can give you the care and support you need. Staff are currently completing NVQ in care. This is a recognised qualification. On the occasions of staff holiday, sickness or training, the Manager will ensure that appropriate staff arrangements are made to provide wherever possible continuity of care.

Primavera Charter No. 8

We will support people to personalise their support.





Confidentiality and Your Rights

Potens will need to create and keep computer and paper records on you as this is required by law. Records and information about you will be kept confidential according to the law. This law is called the Data Protection Act 1998.

Information about you may be stored on the computer and this is kept only about you. You can ask to see any information about you that it kept in the office.

Our Responsibilities

We will provide you with a key worker who with other support workers will be responsible for providing you with care and support for as long this is agreed is needed.

Your care and support needs will be assessed, you will be involved in how you wish to be supported.

We will arrange meetings with you to review and revise your support plans. Keep records of your meetings and provide you with a copy if you wish.



Primavera Charter No. 9

We will support people to recognise abuse & discrimination and report it.



Your Responsibilities:



- Agree your support needs.
- Attend regular meetings to review and revise your support plans.

Your Rights:

You have the right to be treated fairly and not discriminated against.

You have the right to advocacy. If you find it difficult to speak up, you may need someone to help you. This is called Advocacy.



You have the right to be included about the service we provide and about any changes we propose.

You have the right to make a complaint.

You have the right to be treated with respect and dignity at all times by the staff.

Confidentiality: We will keep records about you so that you are protected at all times. You can read these at any time.

You also have the right to say who this information can be shared with.

Primavera Charter No. 10

We will support people to explore opportunities in a safe way.





Your right to make a complaint

A complaint is a feeling of being unhappy about the way you are being treated or about the service you receive.



If you have any concerns or issues about the care and support you receive, you have the right to make a complaint.



If you would like to make a complaint about our service you can do this by either, writing, phoning or just talking to someone. Who you wish to make a complaint to is up to you but can include:

- The Home Manager
- Your key worker
- A friend
- Your advocate
- A member of your family

Primavera Charter No. 11

We will support people to be successful in everything that they do.



You can also tell

Your Representative:

Name:

Address:

.....



Telephone:

You can also make a complaint about our service to:

CQC
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA



Telephone: 03000 616161

Primavera Charter No. 12

We will support people to be able to manage their finances.



POTENS:
Potensial LTD
68 Grange Road West
Birkenhead
Wirral
Merseyside
CH41 4DB



Telephone: 0151 6511 716

**LET US
KNOW!**

Primavera Charter No. 13

We will support people to learn new skills.





We will need to assess and identify your needs with you. Your care manager and other people that are important in your life can also help.

If we can support your needs, you will be invited to visit the home to find out if you would like to live there.

You would be able to meet the other tenants to see if you get along with them. You can also meet the staff and ask any questions about the home.

If you like the home after meeting everyone you will be invited to stay at night or the weekend to make sure this is the right home for you so that you make the right decision.



If you decide you do want to live there, then arrangements would be made for you to move in.

Your Needs: We will need to assess and identify your needs and these will be reviewed before moving in and again 6 weeks later and then 6 months later unless otherwise agreed. You will be involved in these meetings and have a copy of the record of this if you wish. Once we have assessed your needs we will include you as to how you wish to be supported.

Primavera Charter No. 14

We will support people to be involved in their own support planning.





Contract and Fees: A contract is a written agreement. This agreement tenancy would be between you and Reside Housing Association.

You will have another contract from Potens detailing and including your fees and agreed support needs.

You will be given a copy of the written contract. The contract will tell you how much your support will cost and the care and support you will receive to meet your needs.

The Contract would include some of the following:

- It has to tell you how much it will charge you to live at the home.
- It will say who will pay for the fees.
- It will say how many hours of support you will need.
- It will say if you have to pay anything towards your fees and how much.

Primavera Charter No. 15

We will support people to be able to understand their tenancy.





FEES:

Your fees costs £_____.

Primavera charges £_____ per hour.

This is for the specific 1:1 support you receive. This will be reviewed annually and any changes are effective from 1 April 17.

Fees are usually paid by the Social Services of the Local Authority or Health Authority which has referred you. You may be asked to pay something towards the costs but this will be means tested.

Your fees are paid monthly.

What Do Your fees Cover?

Please see your tenancy agreement and individual costing breakdown specifically designed to meet your individual needs.



Primavera Charter No. 16

We will support people to be involved in decision making in the home.





Rules at Primavera House: There are not many rules at the home but some are:

- Not be a nuisance to anyone or cause disruption or make a lot of noise playing loud music, having the TV on loudly, shouting at others.
- Not to smoke in the house at any time.
- Not to enter other tenant's rooms without them agreeing to this.
- Not to allow any other person to sleep in the home.

Cancellation or Withdrawal of Service: If Primavera House is unable to support you and has to withdraw the service, we will give you four week's notice.

This will be put in writing. You can also be asked to leave for the following reasons:

- Cause any damage to the property.
- Be a serious risk to others wellbeing.
- Potens feel that you do not need the services set out in the agreement.
- You need more care and support than the home can give you.



Primavera Charter No. 17

We will support people to understand the house rules.



If you decide to move:



- You also need to return your keys and remove all your personal items.

Does anyone inspect the home to make sure that everything is done properly?



Inspections can be carried out by the **Care Quality Commission Inspectorate**, who are responsible for the registration and inspection of all care homes.



The Inspectors will ask the tenants, relatives, Home Manager, staff and advocate what they feel about living or working at the home.

The home has to work to a set of 'standards' or 'rules' to make sure that it is meeting the needs of its Service Users. After each visit, CQC does a written report on what it finds. You can read this when it arrives.



Primavera Charter No. 18

We will support people by listening and taking what we hear seriously.



Your Registered Manager:

Sam Loveday

Sam is responsible for making sure that your home is meeting the fundamental standards. Sam will work in partnership with the Care Quality Commission.

Address:

Potens Surrey
Supported Living & Outreach (DCA)
Suite G7a Fernberga House,
Alexandra Road,
Farnborough Hampshire,
GU14 6DQ.
Tel: 01252 758861



Primavera Manager:

Susan Cenuka

Susan has responsibility for the day to day management of your home.

Address:

Primavera House
Aldershot
Hampshire
Tel: 01252 350 581



We will keep this Service User Guide under review and where appropriate amend it. We will inform you of this.

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Review: March 2017