



Grow &
Achieve
Together

Your Home Guide

Welcome Home

Hello and Welcome



Support for Living

Your Life

Your Choice

This booklet is to help you think about how you want to live your life, who you want to live it with, who you want to support you and people that can help you make it happen.

Grow and Achieve Together Support Workers can help you use this information to make your own decisions.

What should I think about?

You can ask people to provide information and support that will help you decide things that are important to you, such as:

Where do you want to live?

Who do you want to live with?

Who do you want to support you?

How much support do you need?

These are big decisions, take your time and look at your options.

What if I want to make changes?

Sometimes we change our minds about how we live our lives, changes can include

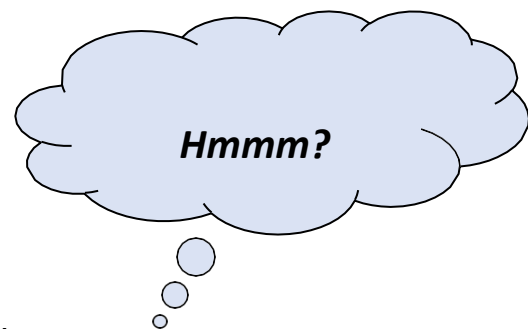
What if you want to move?

What if you want to live with someone else?

What if you want someone else to support your needs?

What happens if your needs or wants change?

If you want to make changes you can. You should speak to someone you trust, like a family member, your support worker, or your social worker and they will work together, with you, to make the changes.



Who can help me?

The people who know you and care about you are the best people to help you make choices about your life. These may include:

Family Members

Friends

Social Workers

Existing Support Workers

Support for Living Providers

Talk to any of the above or someone else you trust, if you don't feel you're getting the support you want or need then tell someone else.

What else do I need to know?

There are things you need to know, so that you can change them if you want to.

Who is responsible for looking after my home, the building, boiler, electrics etc.

The Landlord

They have a responsibility to look after your home, the building but not the things inside it, if something goes wrong your support worker will contact them and tell them the problem.

The landlord will arrange for someone to come out if things need repairing like the roof or the heating.

Who is responsible for my day to day support?

Support for Living

If you choose Grow and Achieve Together to provide support to help you live in your own home, we will support you all day, every day in a way that meets your needs and helps to you to live a happy, healthy life with lots of opportunities. Your choices include:

- What you eat and when
- Who comes to visit and when they visit
- Activities and hobbies that you like to do
- How you communicate your needs and wants
- How you stay healthy and safe
- How you learn and manage life and independence skills
- How you make the most of all your opportunities



Grow and Achieve Together will ensure that you are

- safe and not being taken advantage of in any way
- safe and secure in your home
- supported through illness
- not discriminated against for your chosen lifestyle
- not discriminated for any disability you have
- shown dignity and respect at all times
- listened to



Grow and Achieve Together will ensure that you have

- a person-centred care plan developed and reviewed with you to meet your needs
- privacy
- protection of your confidential information

You can talk directly to a support worker in your home environment or the person in charge, Jo Ingram, about anything and we will listen and act with compassion and care.

Concerns – What can I do if I am unhappy?



If you are unhappy with the support you receive, we will listen to you, look into your concerns and talk to you about what we find out.

If you are still unhappy after we have talked to you about what we have found and what we can do to put it right then you should talk to a person you trust and they will be able to help you take your concern further.

If you don't tell anyone, we can't do anything about it



You can find out more about our [Compliments and Complaints Policy](#) using this link

Registered Office:

Grow and Achieve Together CIC

47 Coronation Avenue

Knypersley

Stoke on Trent

ST8 7AJ

Tel: 07469 934953

Email: info@growandachievetogether.co.uk

Other contacts:

Care Quality Commission

CQC

PO Box 1258

Newcastle Upon Tyne

NE99 5AU

Telephone: **0300 616161**

E Mail: enquires@cqc.org.uk

National Help Line: **0845 0150120**

General Social Care Council

Golding's House

2 Hays Lane

London

SE1 2HB

Telephone: **02073 975 100**

Web: www.nsc.org.uk



Advocacy in Mental Health

72-74 Woodside Business Park

Shore Road

Birkenhead

CH41 1EH

Telephone: **0151 666 1800**

The Local Government Ombudsman

For the East of Midlands and North of England

Beverley House

17 Shipton Road

York, YO3 6SZ

Telephone: **01904 630 151**