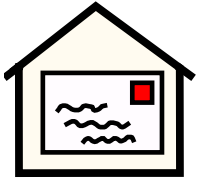




# Your guide to Supported living with Cygnet Health Care



# About Supported Living

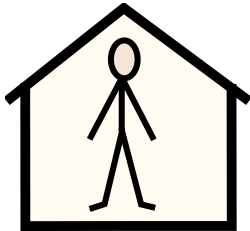


## Office Address:

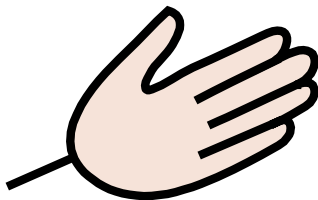
Unit D, Hunters Row  
Shopping Centre,  
Gaolgate Place,  
Stafford ST16 2AD



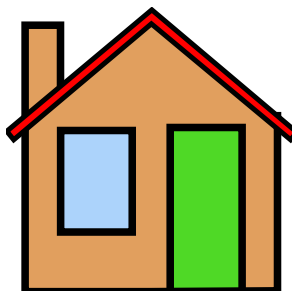
01785 337 999



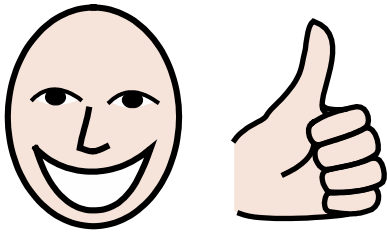
Supported living is an important step towards independence.



We know how important it is for you to have the right support so you can live the life you want.



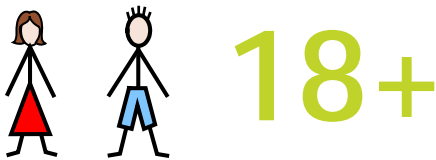
We work with Registered Housing Providers to support you to find your own home that fits your needs.



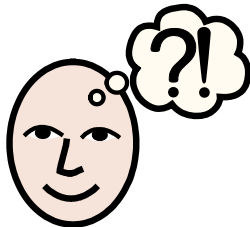
We make sure you have what you want and need in your home so that you can easily do the things you want to do.



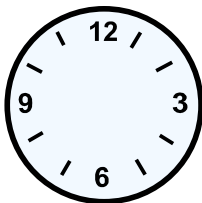
This might include a garden, a wet room, and having local community facilities nearby.



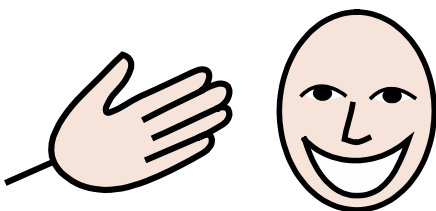
We can support you if you are 18 years or older.



If you have a learning disability we can give you all the support you need.



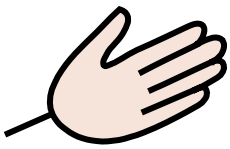
We can support you for just a few hours a week or 24 hours a day.



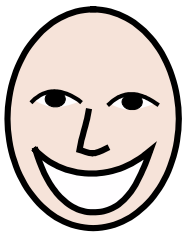
We know everyone is different and we will support you the way you want us to.



## How we support you



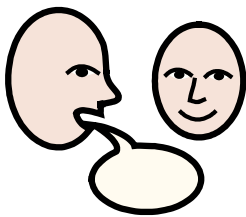
We have support workers who can give you the support you need.



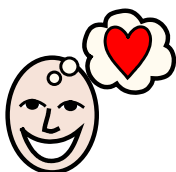
We help you build your skills and confidence so you can live as independently as possible.



We work with you to find out your strengths and abilities, as well as the things you like to do.



We get to know you and also talk to your family, carers and other people who are important to you.



We help you set goals as part of your support plan.

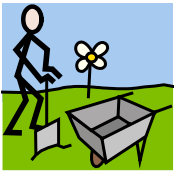
We work with you to achieve your goals and dreams.



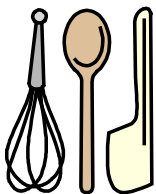
We work with other people who support you.



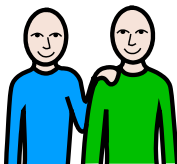
We make sure you have easy read information about your rights and choices in whatever language and format you choose.



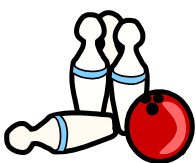
We provide training and support on things you need.



This could be how to look after your home, money, gardening, housework and how to live a healthy life.



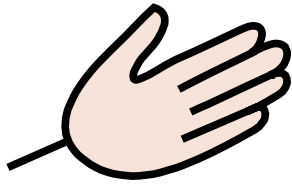
We help you to meet new people and build relationships.



We help you to access whatever community activities you would like to take part in.



## People who support you



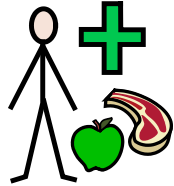
The people who support you have good training and know how to help.



You can also get support from these people if you need to:



- occupational therapist



- dietitian



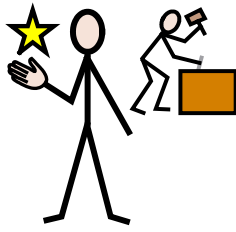
- speech and language therapist



- psychiatrist



- psychologist

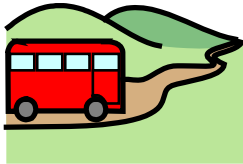


An occupational therapist can help you to be more independent.

**This could be things like:**



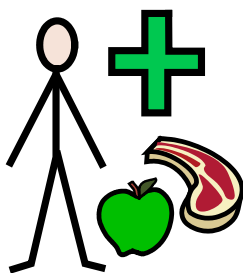
- getting dressed



- getting out and about



- making your own food.



A dietitian is an expert on healthy diets and nutrition.

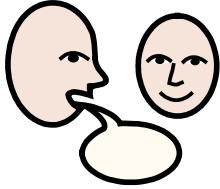


They give you help and advice on how to eat healthily.

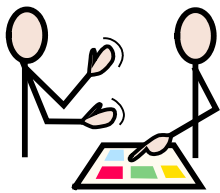


A speech and language therapist helps you to communicate.

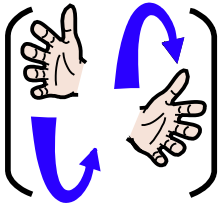
**This could be through:**



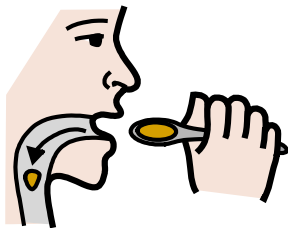
- talking



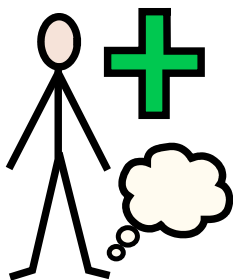
- using pictures or symbols



- signing



A speech and language therapist helps you with your eating and drinking.

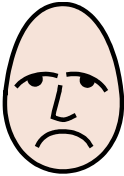


A psychiatrist is a doctor who can help you with mental health problems.



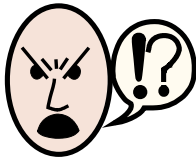


A psychologist helps you feel better through talking.

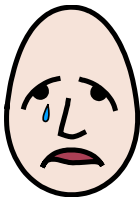


They can help if you:

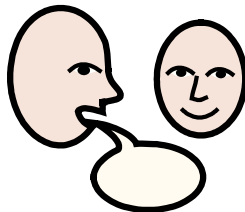
- worry a lot



- get angry a lot



- feel sad a lot



They will listen to you and give advice on how to make things better.



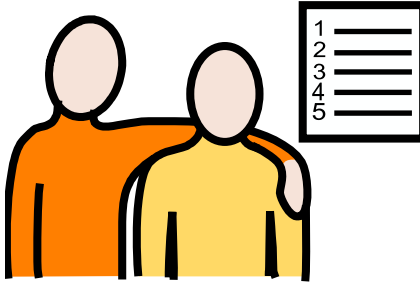
The staff will treat you with respect and dignity at all times.



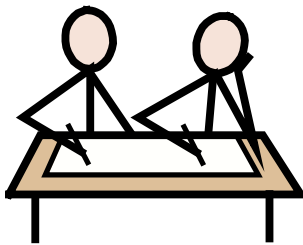
They will treat you as an individual.



## When we start supporting you



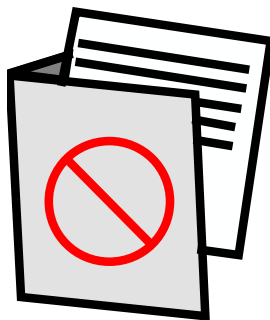
We will help you do a person centred care plan.



Someone will spend time with you. Together you will find out what is important to you.

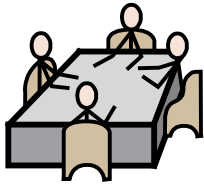


This will help us plan support that is just right for you.

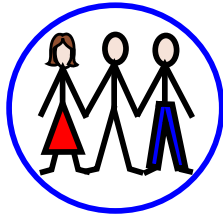


We keep any information about you private.

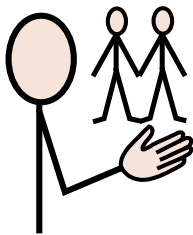
We will only show the information to the people we need to.



We will have regular meetings with you and these people:



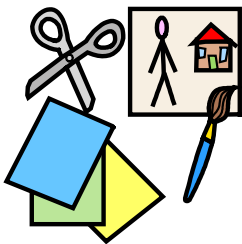
- your mum and dad or family and friends



- your social worker



- people who support you here

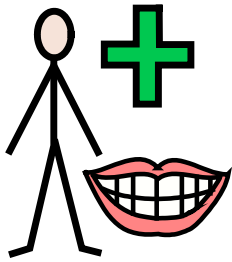


We will talk about your support and the activities you do.

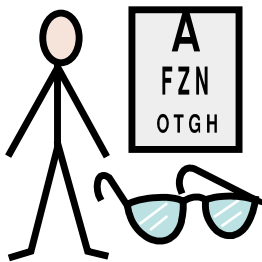


**We will make sure you are getting the right support.**

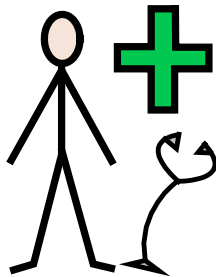
## We will help if you need to see:



- a dentist about your teeth



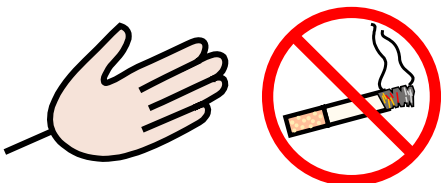
- an optician about your eyes



- a doctor or a GP



- anyone else about your health



If you want to stop smoking  
we can help you.



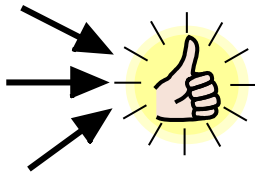
# Supporting your independence



What does supporting your independence mean?



- supporting you to live the life you want



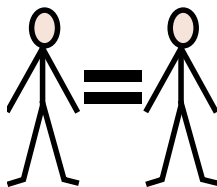
- having control of your life and being part of all choices



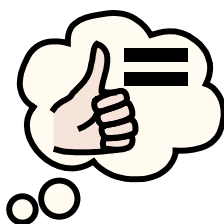
- having control of your money



- being part of your community



- being part of all choices and having opportunities to do things like everyone else

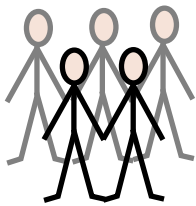


- being treated with respect

## We support you to:



- take part in your community



- join clubs and social groups



- go shopping



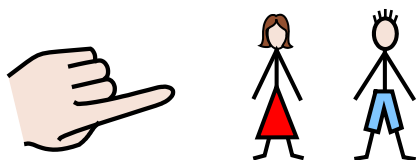
- keep in touch with friends and make new friends



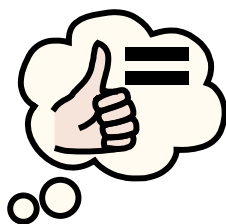
- see your family



## Supporting your personal care



You can choose whether you want a man or a woman to help you with your personal care.



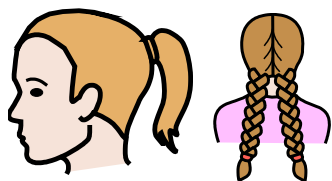
We will always treat you with respect and dignity when helping you with personal care.



We can support you by:



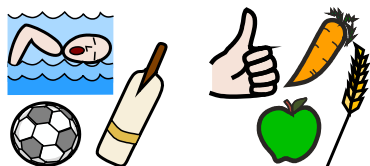
- helping you to wear the clothes that you want to wear



- doing your hair in the style that you like



- reminding you to take your medicines if you would like us to



- helping you to keep active and have a healthy diet



## Paying for things



Cygnnet Health Care gets money to support you to do the things you want to do.



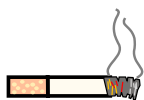
**The money we get pays for people to support you.**



You have to use your own money to pay for these things:



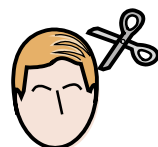
- clothes



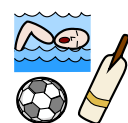
- cigarettes



- household bills and rent

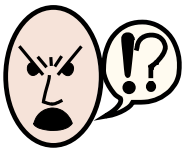


- getting your hair cut

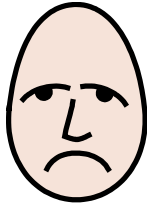


- activities you want to do

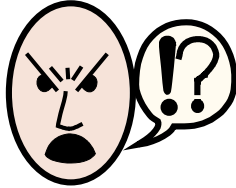




## Your right to complain



We want you to tell us about anything you are unhappy about with your support.



This is called **complaining**.



We will try to sort it out.



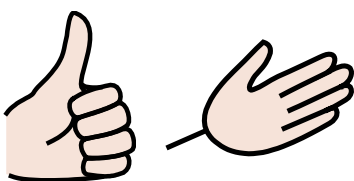
Complaining helps us to make things better.



You can make a complaint to the staff that support you or you can phone the CQC to complain.



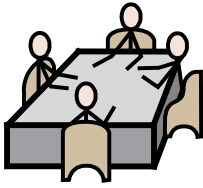
The phone number is:  
**03000 616161**



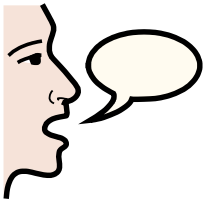
The CQC are people who make sure you are supported properly.



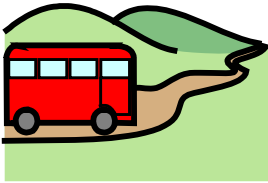
## Having your say



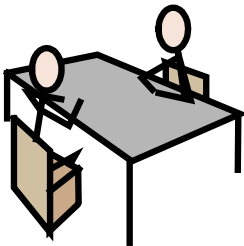
We have regular meetings with you to talk about your support.



You can tell us what you think about the support you get.



You can tell us what activities and outings you want to do.



You can also help with interviewing and choosing staff.

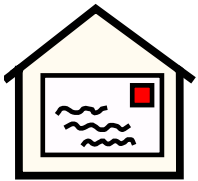


You can talk to an advocate too.

Advocates are people who help you have your say about what you need and what you want.



## Cygnet Health Care



4 Millbank  
3rd Floor  
Westminster  
London  
SW1P 3JA



020 7123 5706



[www.cygnethealth.co.uk](http://www.cygnethealth.co.uk)