

Shared Approach Ltd

A Service Users Guide



Q. What is Shared Approach Ltd?

A. Quite simply Shared Approach Ltd is a company who help people with learning disabilities within their local community.

Q. What kind of help can you offer?

A. Well, for instance we can offer you as little or as much help as you need, this might be:-

- A job or college course
- Somewhere to live
- Making new friends
- Learning new skills

Q. What do I do if I am interested?

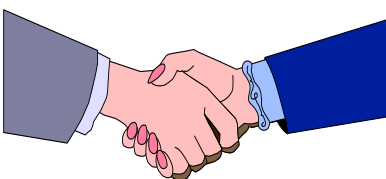
A. Talk to your social worker first, they will ask us to carry out an assessment of your needs with you and make up a 'package of care' to help us support you. We will ask you questions such as:-

- Where do you want to live?
- Would the property need adapting or any equipment?
- What help do you need?
- Who do you want with you / who is important to you?
- What things do you like doing?
- What are your likes and dislikes?

Q. Who going to pay for this support?

A. Your social worker or care manager will then contact us and agree the cost of this support. The money to pay for that support will come from them.

This money is then used to pay for your support staff to help you at work, move into your new home, or whatever help you need to become more independent.





Q. What will my staff be like?

- A. With your help we will recruit staff to assist with your help and support.
We ask questions to assess their knowledge and attitude towards learning disabled people.

We then look at their personal skills and see if they match up with your needs – if so they and you were happy with this would proceed

Q. What if I am unhappy about the service I am offered?

- A. Obviously we hope this never happens, but we are here to listen to your views whether these are good or bad

We know you might be afraid to speak up, but we need to know to change things,

Shared Approach Ltd are proud of its services and want to make it the best that it can be.

We want you to enjoy being with us and let others know you are happy with the service we provide.

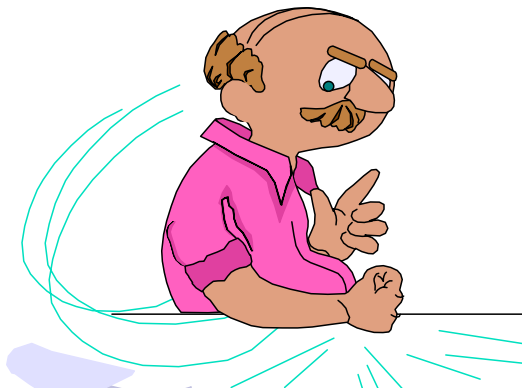
If not you can complain.



Q. How do I complain?

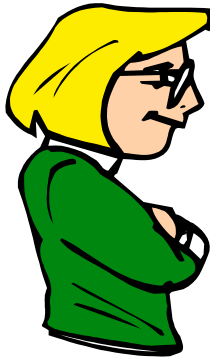
- A. Follow the procedure on the next page
If you want help, ask your carer, advocate parent, family member, friend or anyone you feel you can trust to help you.

Remember we are here to help – but you have to ask or we wont know!

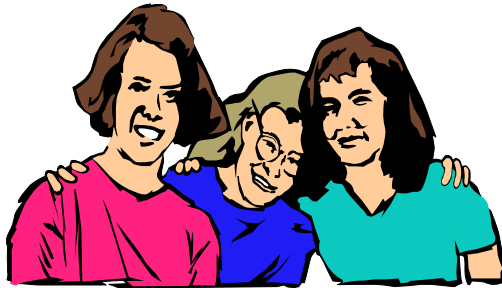


SHARED APPROACH LTD – COMPLAINTS PROCEDURE

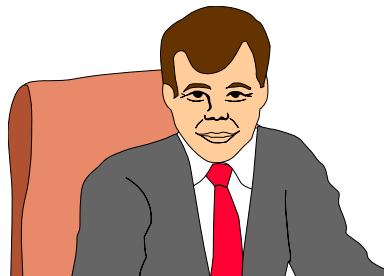
IF YOU ARE UNHAPPY YOU CAN **COMPLAIN** ABOUT IT



YOUR STAFF WILL **HELP** YOU COMPLAIN

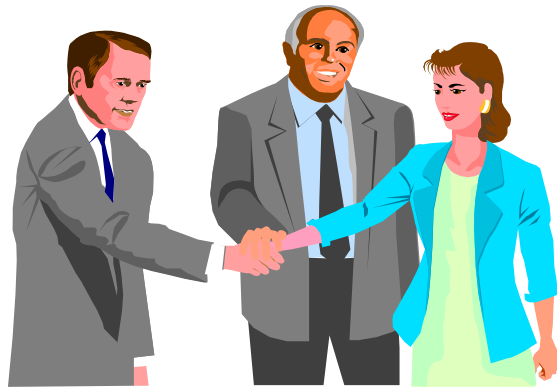


OR ASK SOMEONE YOU TRUST TO **HELP** YOU COMPLAIN



YOU CAN ASK TO SPEAK TO **ANY** OF THE MANAGERS

IF YOU ARE **STILL** UNHAPPY YOU CAN TALK TO THE HEAD
OF THE COMPANY WITH SUPPORT ABOUT IT



REMEMBER YOU CAN ASK TO SPEAK TO **ANY** OF THE MANAGEMENT
TEAM, A FAMILY MEMBER, AN ADVOCATE, OR OUR INSPECTORS

JUST RING

01995 601701 & ASK FOR A MANAGER OF YOUR CHOICE

0789 656 8980 & ASK FOR 'BECKY' (ADVOCACY WORKER)

YOU CAN WRITE TO THE **INSPECTION UNIT**
(WHO WILL LOOK AT WHAT YOU HAVE SAID)

THEIR ADDRESS IS:-

NATIONAL CARE STANDARDS COMMISSION

UNIT ONE,
TUSTIN COURT,
PORTWAY.
PRESTON
PR2 2YQ



OR CALL THEM ON

TELEPHONE (01772) 730100