



Your information handbook



THIS BOOK IS FOR YOU TO KEEP

.....
YOUR SUPPORT WORKER IS

.....
THEIR CONTACT NUMBER IS

.....

INTRODUCTION

Welcome to Julian Support.

This book is for you to keep. It has been written and designed by Julian Support service users, to help you and, if applicable, your carer, family, friends or care team to understand more about the services that Julian Support can offer.

They include:

- finding housing
- moving and getting settled in your new home
- helping you to maintain housing stability
- applying for benefits
- budgeting
- sorting out debts
- liaising with your care team
- supported housing with or without 24 hour support
- health and wellbeing activities

For full details of the above, ask your support worker or look on our website www.juliansupport.org

Please feel free to use the notes section we have included to make notes that might be helpful to you.

WHO ARE JULIAN SUPPORT?

Julian Support has been in existence since early 1990. We are a voluntary sector organisation, funded by local authorities, the NHS, donations and grants.

There are Julian Support teams throughout Norfolk and Suffolk, offering support to people who are experiencing mental health difficulties.

Since it began Julian Support has consulted with service users to help shape the services we now offer.

The majority of our work is supporting people in their own homes but we also manage supported housing schemes in Norfolk and Suffolk. We also support people whilst in hospital. In addition, Julian Support offers health and wellbeing activities such as Tae Kwon Do and walking, as well as interest groups such as reading, film and gardening.

We are one of the very few support organisations in Britain who aspire to work to a 'strengths' model in our daily practice. This means that instead of just focusing on your illness or problems, we try to focus on your strengths, interests and abilities, even if at the moment you cannot see or recognise them. In this way we can help you manage your current difficulties and, subsequently, grow in confidence and self-belief.



We aim to:

Have clear values that everyone in the organisation works to. This enables people like you, who have mental health difficulties to:

- ▶ live within the community in accommodation suited to your needs
- ▶ build on your existing strengths and skills in order for you to live as independently as possible
- ▶ help build your confidence in your ability to manage your day-to-day living activities.

We believe that:

- ▶ **hope** is crucial to everyone's existence
- ▶ everyone has **strengths**. Everyone has the **capacity to grow, learn and change**
- ▶ everyone should **have the opportunity** to enjoy safe and secure housing
- ▶ people with mental ill health have the right to take part in **positive and challenging** activities
- ▶ we work better when our strengths are recognised, developed and **valued**.

Our website is: www.juliansupport.org where you can get more information about what we do and who we are.



CONFIDENTIALITY

Julian Support ensures that any information about you is treated with respect. Your support worker will discuss with you what information you wish us to share with other agencies in order for you to receive the services that could be helpful to you. You can ask to see anything we write about you, which is kept in a locked file in our office. We will only divulge information without your consent if we feel that you, or someone else, are at risk of harm.

We do not make a charge for granting access to files or for reasonable requests for copies of documents. We do reserve the right to charge up to ten pounds for second and subsequent requests.



YOUR NOTES

OUR SERVICES

WHAT IS THE OUTREACH SUPPORT SERVICE?

When you are accepted for a service from Julian Support you will be allocated a support worker who will carry out an assessment of your housing support needs.

We want to support you to live as independently as possible, building on your strengths and hopes for the future.

Your support worker will usually visit you in your own home or hospital, or in another place that you prefer. In the beginning your support worker will see you about once a week or more often if needed. They will support you to make a plan that will help you feel more in control of your housing situation. Your support worker will discuss with you the frequency of their visits. Sometimes it may be necessary for another member of the team to visit you.

Support can last for up to two years while the needs you have identified still exist.

Although we do not own any properties for allocation, we can help you obtain housing, and support your application, ensuring you get the housing priority you are entitled to.

WHAT IS THE SUPPORTED HOUSING SERVICE?

We provide support to people in a range of supported housing schemes. Our focus is on developing daily living skills to empower tenants to live independent and meaningful lives.

Our teams offer practical advice and assistance, including:

- ▶ identifying and applying for appropriate housing
- ▶ daily living skills
- ▶ budgeting
- ▶ support to access social activities
- ▶ liaising with tenants and their support networks to maintain good mental health and wellbeing.

Our schemes for people with the highest support needs are staffed 24-hours a day by specialist teams. In some schemes there is a sleep-in person providing cover at night whilst in others there are waking staff on duty.

WHAT IS THE HEALTH & WELLBEING SERVICE?

The aim of this service is to promote innovative and challenging physical activity. This helps create a healthier lifestyle and a sense of belonging in the community for people who experience mental ill health.

We provide structured programmes that are developed around the strengths and recovery models of mental health support.

Our service users are at the centre of this work and we work closely with other agencies in the statutory and voluntary sector. We deliver a range of physical activities that are designed to challenge individuals, which in turn gives rise to a genuine sense of achievement and improved self-belief.



DIVERSITY AND EQUALITY

Julian Support aims, as an organisation, to respond to everyone fairly and respect their culture, values and beliefs. We want to help to reduce unfair discrimination and our aim is to ensure that no client or employee receives less favourable treatment on the grounds of their race, ethnic origin, religion, belief, nationality, disability, gender, age, sexual orientation or responsibility for dependants.

This commitment is reflected in our recruitment, training supervision and appraisal processes.

Julian Support aims to provide services that meet the religious, cultural, ethnic and language needs of service users. All employees receive diversity awareness training and work in ways that are non-judgmental and person-centred.

At all times Julian Support promotes a culture of respect, sensitivity and acceptable behaviour towards all clients and employees.

Julian Support staff are supported to politely challenge any racist, sexist or otherwise discriminatory comments or behaviour made about clients, staff or others.

YOUR NOTES

MAKING A SUPPORT PLAN

One of the ways Julian Support works with you is to make a support plan. This helps us understand which areas of your life and housing situation you want to stay the same, and those you want to change. It also helps us to plan together to help you achieve what is important to you. You might want to think in advance about some of these questions.

We will be asking you questions about any support you may need to:

- ▶ find accommodation
- ▶ maintain your home
- ▶ manage your finances or benefit claims

- ▶ help you get in contact with other services
- ▶ manage your health and wellbeing
- ▶ develop your social and life skills.

This first support plan is usually made in the first few weeks of your involvement with Julian Support. Further plans are usually made at six-monthly intervals, but can be made more frequently if this is more helpful.

Julian Support works in cooperation with other agencies, such as mental health professionals, to provide as good a service as possible to support your housing and mental health needs.

YOUR NOTES

STANDARDS YOU SHOULD EXPECT

Julian Support is committed to delivering an excellent support service to help you to achieve the housing support and wellbeing outcomes you identify.

We choose our staff members very carefully and users of our service are fully involved in the interview process. We offer relevant training and supervision to staff members and expect them to work to high standards.

You should expect that:

- ▶ your worker is friendly and professional and treats you fairly and with respect
- ▶ your worker is reliable and does what they say they will
- ▶ your worker makes a support plan with you that is regularly reviewed
- ▶ your worker supports, advises and represents you if you need them to
- ▶ your worker makes good links with others who help support you or who offer services to you
- ▶ your worker helps you to meet the outcomes that have been agreed on your support plan
- ▶ you will be contacted if your worker is not able to meet with you and be offered alternative support while they are away.

If you feel your support worker is not meeting these standards you should contact their manager. You can find their name and contact number by calling **01603 767718**.



COMPLIMENTS, COMMENTS OR COMPLAINTS

At times you, or a member of your support team, may wish to comment on the service either to compliment or to make a complaint. All such feedback is welcomed and encouraged so Julian Support can continuously improve the services we provide.

If you wish to do any of the above, approach your support worker. If you feel the nature of your feedback or complaint would make it difficult to discuss it with your support worker, you can telephone 01603 767718 to arrange to discuss the matter with their team manager. If you have a complaint that is unresolved the team manager will investigate the matter and inform you of the outcome by letter. If you are not satisfied with the outcome, you can write to the:

Chief Executive
Julian Support
1A Oak Street
Norwich NR3 3AE

setting out the nature of your complaint. Your complaint will then be investigated further and you will be informed of the outcome by letter.

If you are not satisfied with the Chief Executive's (CE) decision you can ask for the Appeals Panel to review the matter. Your written request should be sent to the CE for forwarding to the Appeals Panel.

The Appeals Panel is made up of three members of the Board of Julian Support.

There is a standard form you might like to use to register your complaint. Your support worker or an advocate may be able to help you complete the form.

If this is not possible please telephone 01603 767718 and we will ensure that someone assists you in making a complaint or giving a compliment.

KEEPING SAFE

Julian Support wants to ensure that people who use their services have the right:

- ▶ to make informed choices
- ▶ to be safe
- ▶ to live without fear and free from abuse
- ▶ or, if they have been abused to receive support, advice, and treatment and where possible, redress.

We believe that both clients and staff should be safe when they are working together. We will ask questions of referrers about any possible risks to you and to our staff. We will also ask questions about risk when we make support plans with you. Risks could be about your personal circumstances, what has happened in the past, or your physical or mental health.

Julian Support believes that it is the responsibility of all staff to raise with their managers and appropriate others, concerns they may have about the suspected or actual abuse of any adults or children with whom they come into contact.



YOUR ACCESS TO YOUR PERSONAL INFORMATION

Personal information is any information that we have about you and the service we provide to you. Providing the opportunity for you to see, comment on and correct information helps us to ensure that the information is complete, accurate, clear and unbiased.

There are certain circumstances where it is not possible to see information held about you. For example, where the information relates to someone else who has not given his or her consent to the information being disclosed. Where information needs to be withheld, you will be informed and, if possible, you will be given access to as much of the information as possible.

To ask for access to your personal information you, or someone you authorise to act on your behalf, should ask your support worker or make a request to:

Operations Manager
Julian Support
1A Oak Street
Norwich NR3 3AE

Your support worker or someone from the Julian Support administration team will make arrangements for you to see the information. Please allow up to ten working days for access to be arranged.

If you disagree with anything that has been recorded, we will correct any factual inaccuracies and review any opinions or conclusions drawn from the information. Where we do not agree that the information is inaccurate, we will note your disagreement in the file.

GETTING INVOLVED

We believe that:

- ▶ we all have strengths, skills and talents
- ▶ that we all continue to grow, learn and change throughout our lives
- ▶ that working together is the key to building on strengths and making change
- ▶ we value the unique insight that people who use our services can bring to help influence and shape the services we provide

- ▶ we want to work in a way that everyone involved feels safe and supported
- ▶ we want the experience of involvement to be meaningful, enjoyable and effective
- ▶ we want to be clear about what we are asking you to do.

You should be fully involved when you make your support plan with your Julian Support worker, and you should let us know if you feel this is not happening.



INVOLVEMENT OPPORTUNITIES

There are many other different ways for you to be involved in the Organisation.

You could be involved:

- ▶ when we recruit new staff, by being on the interview panels
- ▶ in the short-listing of applicants for different posts within the organisation
- ▶ in internal and external evaluations of our service
- ▶ in reviewing Julian Support policies
- ▶ in task groups on particular topics
- ▶ in the training of staff
- ▶ by being co-opted to the Board of Trustees.

Different people are interested in different aspects of involvement.

If you would like to get involved please think about the areas you are interested in.

We will help you develop an 'Involvement Portfolio' which you can use for your personal development and as a record of your achievements. This can be useful if you are applying for education, voluntary work or paid employment.

Your Julian Support worker can tell you about what opportunities for involvement or training there are at the moment within Julian Support.

Alternatively you can email the Julian Support core service user involvement group at sui@juliansupport.org.

A member of the group who is, or has been, a service user will then make contact with you.

ENDING YOUR SUPPORT

We hope that through our work with you, your housing situation and wellbeing will have improved and you feel more able to manage things without support.

Your support plans will identify if you are getting nearer to achieving your outcomes.

Your support worker will make a closure plan with you which will help identify other sources of support that may be available.

After we have finished working with you we will send you a questionnaire asking you what you think about the service you have received. Your comments will help us review our services and plan for the future.

We hope that this handbook has been useful. If you would like to make any suggestions to improve the content please email sui@juliansupport.org or telephone 01603 767718.

YOUR NOTES





JULIAN SUPPORT HEAD OFFICE

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