# Accessing the Service

**Introduction**

The aim of this document is to provide employees with information about how My Support and Care services Ltd services are accessed. Information for others that may be interested in our services (for example customers and their families, care managers and other health care professionals) can be found in the company *‘Statement of Purpose’.*

My Support and Care services Ltd provides packages of Care to vulnerable adults who live in their own homes and who need support to help them achieve this by maintaining their independence and the support they need to continue to live in their own homes.

**Policy**

At My Support and Care services Ltd we operate *‘Equal Opportunities’* *and ‘Anti Discriminatory* *Practice’* policies with regards to staff and Customers alike. We are committed to valuing the diversity of all customers and prospective customers and actively encourage and support inclusion within the community.

We will not discriminate against any referral for support on the grounds of:

* Race
* Colour
* Gender
* Sexuality
* Religion
* Disability
* Culture

Please refer to *‘Equal Opportunities’* *and ‘Anti Discriminatory Practise’* policies.

**Procedures**

***Criteria for accessing the service***

The person accessing, or wishing to access the services of My Support and Care services Ltd supported living service must meet the following criteria:

* Be over the age of 18

***How to access the service***

* Via a Care Manager
* Via The Local Authority
* Broker
* Liaising with the service manager at My Support and Care services Ltd
* Via your personal budget
* Self-Referral

***The process***

***1st Stage***

* *If there is a care manager -* we will ask them to supply us with a copy of the potential customers assessment of needs and any risk assessments in place. We will arrange to meet with the customer, and anyone else involved in their care and support, to discuss their needs further and to advise them of the services that we can offer. We call this an initial assessment.
* *If there is not have a care manager* - we will ask to meet with the customer, and anyone else that may be involved in their care and support, to discuss their needs and the services that we can offer. We call this an initial assessment of your needs.

***2nd Stage***

* *If they have a care manager* - we will look at the information that you have given us, if we feel that we can meet the needs of the customer and they are happy with what we can provide for them we will talk to their care manager about funding.
* *If they do not have a care manager –* we will look at the information they have given us and provide them with a written quote for the cost of the proposed service.

***3rd Stage***

* Once funding is secured and written evidence of this is provided (by either the care manager or the customer or customers appointee if they do not have a care manager) we can arrange for their support to commence, this will be provided on a 4 week trial basis.
* We will commence their support with an initial support plan and any risk assessments felt relevant as discussed with you previously at stage 1.

***4th Stage***

* During the 4 week trial period we will ask the customer, and anyone else involved in their care and support, to help us complete our own full assessment of your needs.
* From this information we can change or add to the initial support plan and risk assessments.

**5*th Stage***

* After 4 weeks we will arrange a meeting with the customer and anyone else involved in their care and support (including their care manager if they have one) to ensure that they are happy with the service we are providing , and to change and add to the assessment of needs, support plan and risk assessments as required.

**Appeals**

In some instances it may be that the service manager or the partners feel My Support and care services Ltd cannot offer someone the support package they require. If they or your representative (i.e. care manager) is unhappy with this decision they can appeal. Any appeal should be put in writing to the service manager, they will respond, in writing, within 5 working days

Service Manager/ Director: Lesley Barker, My Support and Care Services Ltd, 40a High Street, Honiton, Devon EX14 1PJ