



SIGNPOST
CARE PARTNERSHIPS
Part of Spectrum Housing Group Ltd



SIGNPOST
HOUSING ASSOCIATION
Part of Spectrum Housing Group Ltd

The Independent Living Support Service Service Standards

We Will

- Provide access to an alarm monitoring Centre 24 hrs a day 365 days per year to assist you in an emergency or crisis
- Give you information about the roles of our staff, their hours of work and how to contact them
- Make all of our information available in alternative languages, in large font, pictorial, Braille, audio format on request
- Consult with you on any future changes to the service and take your views into account
- Provide you with information about the support service and the choices available to you so you are able to decide what meets your needs most appropriately at any point in time
- Treat you as a, person, with dignity and be courteous and polite to you at all times
- Review your support needs with you or your advocate at least annually and at any other time that you request this
- Respect your privacy and promote your independence through all aspects of our service
- Ensure that support is delivered consistently by trained staff that work effectively with other agencies to enable you to live independently in your own home for as long as possible
- Ensure that you know how to make a complaint about the service and how you can expect your complaint to be dealt with

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- Ensure that you know how to report any abuse that you have suffered, you believe another person to have suffered and what actions we will take
- Ensure that you are able to access and view any information that we hold about you in connection with the support service
- Provide you with opportunities to take part in service consultation and review groups so that you can participate in improving existing services and developing future ones
- Assess the satisfaction levels of the support service annually by surveying our customers
- Have effective policies and procedures for safeguarding and protecting residents from abuse.

We will not

- Breach your confidentiality or disclose information about you to anyone else without your consent except where we have a legal duty to pass on information. This could be:
 - When there is concern that a child is at risk of harm, that you or other people may be at risk of harm or we have information that a serious crime is planned or has been committed
 - We have been instructed to do so by a court of law
- Provide you with any hands-on care or administer any medication; We are not legally able to do this as we are not a registered care or medical provision agency
- Enter your home unless you ask us to or we have reason to believe there is an emergency.

We expect:

- You or a relative to inform us as soon as possible if your circumstances change
- Where possible that you tell us if you will not be available when we are due to call or visit you as part of your agreed support plan
- You and your visitors to be polite and courteous towards our staff and treat them with respect

- You to inform us if you receive support from any outside agency
- You to provide us with up to date details of your preferred contact in the event of an emergency
- You to tell us if you are not satisfied with our support service or if we fail to meet any of our Service Standards.

Independent Living Support Service Standards agreed at Resident Conference on 3rd Nov 2009 and staff conference 4 November 2009