

Services for adults with disabilities



Housing and family support service

Statement of Purpose

Housing and family support service

Aims of the service

To support people with learning disabilities to live safely and successfully in their own homes or tenancies within the community.

To support family carers to continue in their caring role by providing a break for both the person and their carer.

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Contacts

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Different Formats

If you would prefer this leaflet in large print, Braille or on audiotape CD/MP3 or in a different language please call 0191 433 2464

1 Service Description

The Housing and Family Support Service provides support to adults with learning disabilities living in Gateshead.

The service provides two types of service: support to enable people to live in their own homes or tenancies and support to people who live with their families.

2 What we do

The **Housing Support** part of the service provides tenancy related support to people living in their own homes. Advice and support is provided to help people maintain their tenancies and to live safely and securely in their home and community. The service also provides support to people to assist them to move to accommodation that better meets their needs if that is necessary.

Support workers can complete home safety checks with people, offering advice and support on how to manage any risks identified.

Advice and support can be provided with managing money, budgeting, paying bills, reading letters and completing any housing or benefit forms.

Help can also be provided to enable people with managing shopping, meal planning cooking and other household tasks.

Support and information will be provided to enable people to access a wide range of services and activities within their community including health, learning, employment, leisure, social, voluntary, spiritual and cultural.

The **Family Support** element provides support to people living at home with their family.

Support can be provided in the person's own home or in the community to help with accessing leisure, social, work, voluntary or learning activities.

This support provides a short break to both the person with a learning disability and their family carer.

3 Who can use the service?

People can apply or be referred to the service if they:

- Have a learning disability
- Are over 18 years of age
- Live in Gateshead
- Have a Community Care Assessment of need.

4 Who provides the service?

Staff employed by Gateshead Council provide the service

The Housing and Family Support Service staffing structure is as follows:

- A Manager who is responsible for the day to day management of the service
- Two Senior Support Workers and a Clerk
- A Team of 16 Support Workers and 5 Relief Workers

All staff are Criminal Record Bureau (CRB) cleared, have regular training, are experienced in promoting independence, and supporting people with all aspects of daily living.

The service aims to have all staff trained to at least an NVQ 2 level.

5 Outcome and Quality Standards

This service supports and promotes the quality standards identified by people with learning disabilities within Gateshead.

I make everyday choices

I am part of my chosen community

I make important decisions about my life

I have the chance to work for money

People treat me with respect

People listen to my family

I take part in everyday activities

I am safe

I have friendships and relationships

I get help to stay healthy

The Service adheres to the Councils Quality Standards as well as the Supporting People Quality Assessment Framework.

6 Dealing with Concerns/Complaints/Compliments

People who use the service and their carers have the right to raise concerns, make complaints and compliments about the service they receive. They will receive the appropriate support in doing so.