New Horizons Care
Service User Guide
(Easy Read)

The Services and Support Available for Our Clients
New Horizons Care – what we do

- We give care and support to people who want to live independently. This can be in their own home or in a larger home with other people.

- We listen to what you want and how you want to be supported.

- We make sure you have choice and control over your care plan.

- We make sure you can live in a safe and happy place.

- We respect your rights and support you to understand what they are.

- We listen to parents and carers when they have ideas about your care plan, but we make sure you know about this.

- Our staff are all fully trained and have the experience to meet your needs.
How we help

• We will give personal care and support in ways which are good for the people who use our service.

• We will help people to take part and have control of their support.

• We will make sure we do the job right.

• We will ask clients, their family and friends for feedback to tell us good things about our service and things that may not be so good.

• We will work with all our clients to make sure that you live as independently as you want and are able to be part of your community.

• The aim of all good quality care must be to support a person to live their life the way they want to, as much as they are able to.

• We will support people to enjoy their rights as people.
Privacy

- We will make sure that your privacy comes first.

- Our staff will only come into your home and room if you say we can.

- You have the right not to talk to staff and they should not interrupt you or invade your privacy. We will respect your home and your things and our staff will respect your wishes and ideas.

- Our staff will respect your right to make and have telephone calls and will not listen or watch you do this unless you ask us to.

- We will make sure that all the information we have about you is seen only by the people who really need to see it. This could be doctors or other health workers.

- You can see your information when you want to by asking staff.
Dignity (your right to be treated with respect and to be valued)

- We will make sure we think about your dignity in everything that we do.

- We support people who need support with things like dressing, bathing and using the toilet. We call this personal care. You will have the choice as to who will help you do this.

- We will support you to look your best and this could be helping you to dress and keep your clothes clean. We will not tell you what to wear. We will support your choices.

- We can also support people to have their hair done or put their make up on and other things that make a person feel good and happy.

- We will treat you with respect and we will try to stop things getting in the way of you living your life the way you want to.
Independence

- This means people are able to do the things they want to and live how they choose to.

- We will support people’s independence by letting them do things for themselves and giving support only when it’s needed (and asked for).

- We support people to take care of their own health and medication. This also means people can plan the care and support they need.

- We work with clients, their carers, family and friends to give a good continuous and flexible service, this means we will work with people in a way that they want and when they want it.

- We look at what people can do; not what they can’t do.
Safety

- This means keeping people safe but supporting them to take the risks of everyday life.

- We support people to understand the good things and bad things that happen when we take risks. We give the person as much information as we can so that they can choose whether to take the risk or not.

- We will carry out risk assessments to the buildings, activities and equipment where we work with people. This means we look at whether things are safe and we write down any risks we think there are with a building or the things in it or around it.

- This also means looking at the things you choose to do with your time like going to the fair or park, seeing what risks there are.
Safety (cont.)

• Our staff will tell you if they think something is a risk for you.

• Some risks are greater than others and sometimes having a disability will mean that a risk is higher. More care and thought should be given before taking the risk.

• Our staff will not tell you that you can’t take the risk; this will be your choice. Our staff will write down what the risk is and that they have told you about it.

• This will be kept in your file.

• We make sure our staff are trained to understand and support people to take risks.
Choice

- This means we will support you to make your own choices and we will try to show you as many choices as we can.

- This means we will make sure you choose when you go to bed and get up.

- You choose what you wear and what you eat and drink.

- We will support you to choose the right worker to support you.

- We will respect your choices and understand we all do things differently.

- We welcome everyone.
Fulfilment

- This means when you are happy with your life and what you are doing.

- We will support you to do as much with your life as you want to; and help you celebrate things that are important to you.

- We will support you to go to events and festivals. This could be a religious event, a march, going to meetings or just going to a music concert.

- We will try to support you to do the things you have always wanted to.
Services we provide

New Horizons Care gives a wide range of care and support which is based on what you want and what your needs are.

This could be:

- Your physical needs; such as helping you to get dressed or get out and about.

- Your emotional needs; such as listening to you when you are angry or upset or supporting you to talk to someone about how you feel.

- Supporting you to take part in local activities.

- Giving personal care and support.

- Supporting you in your home with things like cooking and paying your bills.
How we deliver care

We make sure our services and support are right for you. We do this in lots of ways.

Initial referral

This means when we first have contact with you. Someone like Social Services or your family may have referred you to us, which just means that they told us about you and that you might like support from us.

Or you may have contacted us yourself.

Assessing the need

This means when we find out what support or care you need. Someone from the council called a Care Manager or Social Worker will carry out the assessment.

They will ask lots of questions about you and your life and the things you need to keep you happy, healthy and safe.

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Assessing the risks

This just means looking at risks or problems and this is called a risk assessment.

Care plan

This is your plan and will have all the information about you and your support. It will tell us about your needs and choices and how you want to live your life.

Reassessing need and reviewing care

This means we will keep looking at the support and care you need as we know this will change sometimes.
Expectations of clients

- This means what we expect or want from you.

- We need you or your family & friends to tell us about any health and safety problems or worries about your care.

- We need you or your family and friends to tell us when something changes in your life; that might make a difference to the support and care we give.
What you can expect from us

We will make sure our staff have the right skills to support you.

Let us know if there is something different you need support with and we will make plans to help you.

Withdrawal of our service

This means taking away our service from you.

We will only do this after we have tried everything we can, this could be for a short time or forever.

Cancellation

Sometimes people have to stop their care from us. This could be because they are ill and in hospital.

We need you to tell us 24 hours before you want your care to stop if you can.
Charges

All charges or how much your support will cost are worked out on the support you need and have agreed.

We will send the Council or service that pays for your support an invoice each month. This means we will tell them how much your support costs each week so that they can pay us.

Details of Insurance Cover

We have to have insurance. This is the law and we are insured with Blue Fin Insurance for £10,000,000.00
Looking at this booklet
We look at all of our booklets and paperwork on a regular basis to make sure we have the right information in the right way. We are happy for you to tell us how we can make these better.

Complaints and compliments
This means good things and not so good things you, your family or friends want to say about our service. You can find out how to do this by looking at our Complaints Leaflet.

Quality assurance
This means we will give you the best possible service. We check to make sure our staff are always giving you the right support and that you are safe and happy.

Our policies and procedures
This is paperwork about our service telling people how we should be doing things. You can look at these if you want to.
Useful Contacts

Care Quality Commission
CQC Concerns and Complaints
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA
Tel: 03000 616161
Email: enquiries@cqc.org.uk

Advocacy Services
Total Voice Northamptonshire
Voiceability
Doddridge Centre
109 St James Road
NN5 5LD
Tel: 02033 558846

NHS Nene Clinical Commissioning Group
(Continuing Healthcare)
Francis Crick House
Summerhouse Road
Moulton Park
Northampton
NN3 6BF
Tel: 01604 651100
Contact Details

For more information about New Horizons Care and the support available, please contact us. We are open between 9am and 5pm, Monday to Friday.

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For information in other formats, please contact us.