



Dorset – 'Moving on
from Hospital Living'

Supported Living - What you should expect from your Support Workers



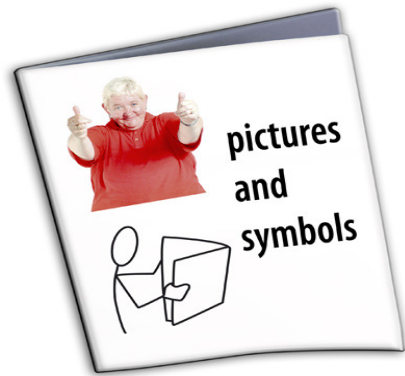


If you get support in your own home you might not be sure what to expect.



This guide will help you know your rights and choices.

You should expect:



Information about the people who will support you and the Agency they work for including your rights.



You or someone you trust should be included in making a plan about what support you need.

The plan to include information on who is going to support you, what they will do and for how long.



To be listened to and treated with respect and dignity at all times.



To answer your own front door.

Support Workers will knock and wait to be invited in.



You will decide who comes into your home, including friends and family.



You decide who doesn't come into your home, including Support Workers.



To be shown ID by Support Workers you don't know before they come in.



Your personal possessions will be treated with respect by Support Workers.

It is up to you what your home looks like and what is in it.



No part of your home will be taken over by Support Workers and made into a workplace, meeting room or office.



Support Workers will get your permission before leaving anything in your home.



Support Workers will get your permission if they need to sleep in a bed to support you at night.



To agree with Support Workers who will look after the keys to your home.



You or someone you trust will make all the major decisions about your home.



You will be supported with your daily living tasks and these will be done with you, wherever possible, and not for you.



You will answer your own phone (unless you don't want to).



You will open your own letters.



If you live with others you should have the choice to do things like cooking, shopping and eating meals together or on your own.



If you have a car then no one else should use it without your say so.



To spend your own money as you want.



To choose who supports you, including the Agency and the Support Workers.

If you don't like the Agency or Support Workers you should be able to change them.



You should be told who to go to if you are unhappy or want to complain. You should be listened to and taken seriously.

We hope that this guide helps you to understand your rights and make good choices about the Agency and Support Workers that work with you.



Telephone numbers for people that can help you:

Social care local offices:

Bridport

St Andrews Road, Bridport, Dorset DT6 3BJ

Tel: 01308 422234

Fax: 01308 426044

Email: bridportsocialcare@dorsetcc.gov.uk

Christchurch

Loring Road (off Jumpers Road), Christchurch, Dorset BH23 2GZ

Tel: 01202 474106

Fax: 01202 478081

Email: christchurchsocialcare@dorsetcc.gov.uk

Dorchester

Acland Road, Dorchester, Dorset DT1 1SH

Tel: 01305 251414

Fax: 01305 251034

Email: dorchestersocialcare@dorsetcc.gov.uk

Ferndown

Penny's Walk, Ferndown, Dorset BH22 9JY

Tel: 01202 877445

Fax: 01202 876604

Email: ferndownsocialcare@dorsetcc.gov.uk

North Dorset

Bath Road, Sturminster Newton, Dorset DT10 1DR

Tel: 01258 472652

Fax: 01258 473161

Email: northdorsetsocialcare@dorsetcc.gov.uk



Purbeck

19 Bonnets Lane, Wareham, Dorset BH20 4HB

Tel: 01929 553456

Fax: 01929 556319

Email: purbecksocialcare@dorsetcc.gov.uk

Sherborne

Non-visiting office

Tel: 01935 814104

Fax: 01935 817207

Email: sherbornesocialcare@dorsetcc.gov.uk

Weymouth & Portland

Jubilee Retail Park, Jubilee Close, Weymouth, Dorset DT4 7BG

Tel: 01305 760139

Fax: 01305 774622

Email: weymouthsocialcare@dorsetcc.gov.uk

Dorset Advocacy

01305 251033

Dorset People First

01305 256700

Care Quality Commission

03000 616161

