

S3 Guide For The People Who Use Our Service

Extra Care Housing Service	Support at Home Service	OA Day Services	Residential Services	DMH Day Services	DMH Supported Living Services	Community Equipment Services	Shared Lives Service
✓	✓	✓	✓	✓	✓	X	X

Policy

To ensure the people we support are given up to date, accurate information about the service.

Procedure

If the guide is updated, you do not need to re-issue the document to all the people we support in your care.

1. The guide must be completed by filling in the appropriate sections. The sections which are **not** applicable to your service must be deleted. This guide can be personalised using photographs / pictures / symbols etc and formatted to your liking. Do not use photographs of individuals.
2. A master copy of the guide must be saved, and the completion date must be on the front of the document. Archive any previous versions.
3. The guide must be offered to the people we support and / or representative on admission to the service. The confirmation form (appendix 1) must be completed and filed or scanned in on the person's file. For services using the electronic care/support plans, appendix 1 is to be held in the individual's scanned documents.
4. A copy of the guide must be displayed in a place that can easily be accessed by the public e.g. in the main foyer.
5. This guide can also be used as a brochure for people enquiring about the service.

Review of the guide

1. The guide must be reviewed annually or when there are any changes. This must be saved with the completion date on the front of the document.
2. If the guide is updated, you do not need to re-issue the document to all the people you support. Any changes should be discussed with the people we support during their meetings.
3. The display copy of the guide must be replaced with the up dated version displayed.