

Seven Steps Support Ltd

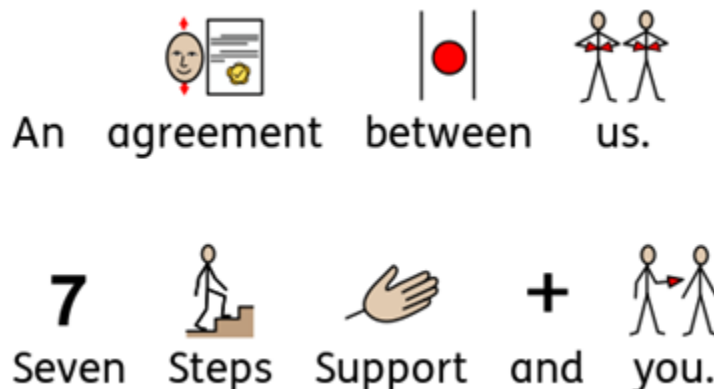
Support Services

Client Guide

Seven Steps Support Ltd
Registered Manager: Jodie Broughton
Seven Steps Support, Staniforth Works, S12 4LB
Short Breaks, 11 Birley Moor Avenue, S12 3AQ
Provider I.D: 1-867088224



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Introduction

Seven Steps Support Ltd is a limited company which provides support to individuals in:

- ✓ The community
- ✓ Their own homes
- ✓ Supported living
- ✓ In respite (short breaks)

We are a small local provider employing local people with a dedicated staff team. We offer support to adults with a range of disabilities including, but not limited to: complex needs, individuals on the autistic spectrum, dual diagnosis, Down's syndrome, and profound multiple learning disabilities.

We aim to assist individuals to maximise their opportunities to achieve a fulfilling and rewarding life whilst enabling them to maintain a strong support network.

We work in partnership with Sheffield City Council as a Recognised Provider & Sheffield City Council Framework, the NHS, and the South Yorkshire Fire Service's Safe & Well Scheme.

We implement the REACH standards, People Keeping Well programme, the fundamental standards of the Supported Living Service, and the National Dignity Challenge.

This document, supported by other documents where referenced (such as a Support Plan), intends to serve as a basic contract of agreement between Seven Steps Support Ltd and the client.

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Our Aims

- ✓ Support individuals whilst maximizing their choice and independence,
- ✓ Liaise with each client, social workers, relatives, carers, and all others associated with the client's care in order to adequately produce a care plan which reflects the individuals needs and requirements,
- ✓ Provide support to enable individuals to access community projects, work placements, volunteer placements, and other valuable educational endeavours,
- ✓ Deliver care and support which is non-discriminatory and sensitive to the cultural and/or ethnic needs of an individual,
- ✓ Promote social inclusion and independence throughout all aspects of service delivery,
- ✓ Work in partnership with other companies, bodies, and services in order to provide a seamless and cost-effective service,
- ✓ Always deliver support and care with compassion, empathy and understanding,
- ✓ Consistently and systematically review our own standards and the delivery of our services.





Our Services

The essence of what we provide

Scope / Abstract

Seven Steps Support Ltd is engaged in providing care-orientated support services in the community, client's own homes, and at short breaks.

All services are based on both initial and periodic assessments of needs – which culminates into a *Personal Care Plan* that we produce in liaison with the client and any other relevant parties.

Areas of Support

✓ Health, physical, and mental well-being

SEVEN STEPS SUPPORT DOES NOT PROVIDE NURSING SERVICES

✓ Personal hygiene

✓ Routines and planning

✓ Helping clients with their personal affairs

✓ Integration into the community and social activities

✓ Food, meal planning, healthy eating, and cooking

✓ Daily living tasks such as cleaning, washing clothes

✓ Travelling and planning travel such as public transport

✓ Entertainment and leisure activities

✓ Learning and education

✓ Minimizing risk and danger

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Delivering Support

How we deliver our services



Risk Assessment

Prior to any commencement of service delivery, we will undertake a risk assessment of the client which includes risk of emotional abuse and financial abuse. We will perform an assessment which will assess disabilities, health conditions, health requirements, and mobility. We will work to identify any specific hazards, that may present a risk to health and safety, that may affect the client, other clients in the service, or staff.



Assessment of Care Requirements

We will invite a client to visit and have an introduction to our service – during which time we will discuss and agree on the individuals precise care and support requirements. Following a visit, and the risk assessment, we will create a tailored *Personal Care Plan*. These documents, together with our Statement of Purpose and Terms of Business, will represent a contract between Seven Steps Support Ltd and the Client.



Periodic Review

We will perform a Client Review on at-least an annual basis, or sooner where necessary, such as whenever a client requests a review. This will be performed directly with the client and/or any relevant third parties.



Building a Personal Care Plan

A Personal Care Plan will set out in detail the action that will be taken by support workers in order to meet the assessed needs and enable the individuals to maximise their potential and maintain their independence.

The Personal Care Plan is generated from information given to us from the relevant professionals, clients and family members to meet contractual requirements and will contain:

- ✓ Individual's Profile
- ✓ Support Needs
- ✓ Contact Numbers
- ✓ Support Plan & Assessment Questionnaire
- ✓ Risk Assessments / Health & Safety Forms
- ✓ Daily Communication Sheets
- ✓ Medical History

We will endeavour to work in a person-centred way and liaise with multi-disciplinary team of specialists to meet individuals needs and will follow their recommendations. A suitable manager will attend any reviews requested by the purchaser or other professionals.





Key Terms and Conditions

The agreement between us

Appointment of Support Workers

Recruitment and protecting clients

We undertake a rigorous recruitment process for all prospective support workers which includes, but is not limited to: an application form, personal interview, reference checks, and criminal records checks with the Disclosure and Barring Service.

Training and competence of staff

All support workers receive adequate and continuous training throughout the term of their employment. We adhere to a core training policy which ensures staff are consistently kept up to date with important training. We ensure competence of support workers by routine and systematic reviews of their performance.

Continuity of support

We will always work to continuously develop positive relationships between support workers and clients. As such, we will always try to ensure there is consistency in regard to the support workers allocated to support clients. In situations where this is not possible, in the interest of continuous support another worker will be present.

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Withdrawal or Refusal of Service

Seven Steps Support reserves the right to refuse a service where, in its view, the pattern or type of support requested is inappropriate to, or conflicts with the needs of the client, or where it do not have capacity or competency for the respective request.

Once service has begun, we may withdraw the support provided – on a temporary or permanent basis - in some situations. For example, if:

- The health and safety of a support worker is seriously at risk,
- A support worker or other staff member has received threats of violence,
- A support worker or other staff member has received any form of abuse.

We will endeavour to provide at least one week's notice to the client and any relevant third parties of withdrawal of service although in certain circumstances, where there is an immediate risk, this may not be possible, and withdrawal will be immediate.

In a case where withdrawal of service is temporary in nature; there will be an advisory of the conditions that must be met prior to resumption of service.





Emergency Healthcare

Support for Clients in Attendance of Hospitals / Emergency Healthcare and on Admission to Hospital

Whilst accessing our service there may be situations where, in the best interest of clients, it is necessary for our staff to contact the emergency services. In cases where this results in the attendance of an ambulance, paramedic, or other health professional we will work closely with them and share all required information to provide the most effective care.

In cases where this results in an immediate admission to hospital, such as via an ambulance or paramedic vehicle:

- We will liaise with the hospital closely to provide any necessary and helpful information,
- We will check up on the client,
- We will contact family/relatives as soon as possible,
- We are not able to attend the emergency admission / hospital with the client,
- We are not able to provide support in hospitals.

The health and safety of our clients is always our absolute priority. Our staff are not trained or suitable for making emergency healthcare decisions on behalf of clients. Unless otherwise arranged, our staff must remain at our premises to continue providing support to other clients. If any emergency situations arise, we will contact emergency services, professionals, family and relatives as appropriate and as soon as possible.

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£ Fees Payable

The fees payable by the client reflect the type and frequency of support as assessed by us and agreed in a support plan, which is reflected in the client's *Personal Care Plan*.

Fees are payable monthly in arrears and will be invoiced on a monthly basis to the responsible entities. Invoices are due within 14 days of its receipt. We reserve the right to charge interest on outstanding fees as described on our invoices.

In cases where our payment is overdue for more than 2 consecutive months, we may, at the company's discretion, decide to terminate or temporarily suspend support with a reasonable notice period until outstanding payments are received or a payment plan is agreed.

In cases where there is a contract with Sheffield City Council we will adhere to the terms of our specific agreement, which may in some cases, supersede our standard terms of payment.








Additional Charges

Travel Expenses

The client will be responsible for travel expenses incurred by themselves and the support worker(s) on duty when travel is commenced for the purpose of support services.

-  Use of public transport services (bus, train, and tram tickets)
-  Use of a taxi
-  Use of the support worker's car
 - Mileage at £0.45 PER MILE
 - Parking costs

Activity Costs

The client will be responsible for their own costs incurred when doing activities as part of their support, this includes responsibility for costs incurred by the support worker on duty out of personal monies (explicitly for the purposes of supporting the activity).





Cancellations

Our policy requires at-least 24 hours' notice for the cancellation of any service, if the notice is less than full charges will remain payable.



Insurance

We have a comprehensive insurance policy in place which complies with the requirements of Sheffield City Council contracts and regulations for employers:

- ✓ Employer's Liability Insurance
- ✓ Public Liability Insurance



Damages

The client will remain liable for any damages caused by themselves whilst receiving services. Any damages caused will need to be paid to the appropriate person(s). Our policy is to provide proof of costs incurred and to present an invoice.



Quality of Service

Our aim is always to deliver high-quality services. We work to the highest standards and consistently review our own standards and performance. As part of our *Quality Assurance* clients will be asked for their feedback on the quality of the service received.

Complaints

We welcome any complaints about our service and will always use them as a method of reviewing our service and identify ways to improve. Complaints are always logged and investigated according to their severity.

Suggestions

We welcome suggestions about our service and will always put them into consideration when making changes or improvements to our service.





Hours of Operation

We operate 24 hours a day, 365 days a year. In cases of emergency, or where other staff support is required, we can be contacted via our Out of Hours system.



Access and Security

Only the relevant on-duty staff member(s), or those who have made an appointment, will be authorised to enter a client's home.

Access to our supported livings and other premises is limited to on-duty staff member(s), those with an appointment, management, or other operation critical staff. It is our policy for doors to be kept locked and keys always stored safely. Where required and suitable, we may also implement other security measures such as alarms or CCTV.

On our own sites when support is being provided there will always be a member of staff available offering support and supervision.



Support Services

How our support works for you

Administration of Medicines

We provide medication to our clients who are assessed as needing support to administer medication. Staff have all completed medication training and have ongoing competency assessments completed by management. Clients must have relevant paperwork in their Personal Care Plans and an MAR chart.

Staff can prompt and provide medication along as its prescription medication, we cannot provide any kind of medication without a valid prescription or other reasonable approval from a health professional. Only Nurse practitioners can provide medication such as insulin, PEG administered medication and medicated dressings and patches.

Our support workers are trained in the administration of medicines, which is routinely kept up to date.



Autonomy and Independence

All service provided is in the interest of maximizing independence, autonomy, and dignity for clients. We believe in promoting and maintaining an individual's independence, enhancing confidence, personal targets and goals promoting well-being.

Personal Finance and Monies

Control of personal finance is an important component of demonstrating independent living. Where possible, we will encourage and enable clients to make decisions about their own lives. Where support is required for financial transactions; records will be completed and kept on file. It is our policy that any money we are assisting with is kept locked away and accounted for.

Personal Care Needs and Daily Living Skills

When it is appropriate our supports workers will seek to carry out tasks in co-operation *with* the client rather than simply doing it for them - we believe this will encourage independence. We will always seek to involve the client in the care and support process.





Confidentiality

Handling Information

Access is not to be given to any external entity unless where required by regulatory bodies and/or law or where the circumstances of providing support to the client reasonably require it (such as co-ordinating care, sharing information between staff teams or departments, between different organisations involved in support/care, clinical audits).

We only use personal and confidential information to perform our contractual obligations as an employer and regulatory and safety obligations as a care provider.

Clients may object to disclosure of information as described above but this is advised against in the best interests. This objection may not cover obligations to share information to a regulatory body or in relation to crime, justice and the law.





Control of Infection

We believe that adherence to strict guidelines on infection control is of great importance in ensuring the safety of both clients, staff and others. We also believe that good, basic hygiene is the most powerful weapon against infection, particularly with respect to hand washing. Where possible, clients are expected and reminded to follow our Infection Control policies.

- ✓ Proper hand washing technique
- ✓ Routine hand washing
- ✓ Use of protective clothing
- ✓ Use of vinyl gloves
- ✓ Safe handling and disposal of sharps
- ✓ Spillage management
- ✓ Food hygiene precautions
- ✓ Reporting systematic
- ✓ Routine training





Diversity in Care

We are committed to providing services which recognises individual needs, promote equality of access and are free from unlawful discrimination.

- ✓ Recognise the inherent worth and dignity of each person,
- ✓ Foster mutual respect and understanding,
- ✓ Encourage individuals to strive to reach their own potential,
- ✓ Treat people with dignity, courtesy and respect.

All employees have the right to perform their work free from discrimination, harassment and bullying and any other form of unwanted behaviour.

Likewise, clients have the right to receive support and services free from any discrimination, harassment, and bullying and always have their individual identity valued and respected.





Gifts, Wills, and Bequests

In addition to the duties placed on employees by Civil and Statute Law. We require employees to ensure that gifts and hospitality offered by clients, relatives or relations of clients, suppliers, and potential suppliers of goods and services are declined. This applies whether the gifts or hospitality are offered within, or outside normal working hours.

The only exceptions to this are trivial gifts with a nominal value of less than £15 such as a calendar, diary, chocolates or mugs can be accepted. All other gifts will be politely refused or, if received through the post, returned to the donor with a suitably worded letter. The frequency of gifts will always be observed and although we do generally discourage gifts those that do occur should be recorded and rare. We have a gift reporting policy in place that covers all employees.

Solicitations

It is our policy that employees should never seek gifts or favours from clients. Any employee who seeks gifts or favours will be subject to disciplinary action which will, almost certainly, lead to dismissal. Further to our policy, clients should never seek gifts or out-of-support favours from support workers.



↔ Moving and Handling

The manual handling of people [lifting, supporting, carrying, pushing, and pulling by bodily force] is an activity within support provided by our organisation, although this is not particularly common, we believe awareness is important and a good practice. Relevant training is part of our Core Training and is therefore completed by all Support Workers and continuously reviewed.

- ✓ Avoid manual handling activities where it is reasonably practicable to do so,
- ✓ Assess the risk and take appropriate steps to reduce it so far as is reasonably practicable,
- ✓ No requirement to perform tasks that put employees or clients at unnecessary or unreasonable risk,
- ✓ Respect a client's personal wishes regarding the type of assistance given to them,
- ✓ Support independence and autonomy as far as reasonably possible,
- ✓ Always consult relevant risk assessments prior to any moving and handling of persons,
- ✓ Review and update risk assessments where necessary.



Privacy and Dignity

We recognise that through the nature of support and care that clients may demonstrate some form of dependence upon their support worker(s), with this there are certain obligations and guidelines that are to be observed, to ensure all actions undertaken:

- ✓ Are the express wish of the client,
- ✓ Are conducted in a way that does not make the client feel undervalued or inadequate,
- ✓ Respect the client's dignity and privacy,
- ✓ Protect the client's dignity and privacy,
- ✓ Promote mutual respect between support worker and the client,
- ✓ Are performed in the client's best interests
- ✓ Supported by awareness of the nature of the client's needs,
- ✓ Are only performed to support the client and only done for the client when they are unable to do such actions themselves,
- ✓ Are preceded by the views of the client, unless where otherwise is stated in the *Personal Care Plan* such as where concerns exist regarding health and safety.





Protection from Abuse

We are committed to preventing the abuse of clients. We will consistently strive to achieve this by:

- ✓ Ensure we have a thorough and systematic system of recruitment which ensures references are followed up, and use is made of other checking procedures, primarily the Disclosure and Barring Service (DBS).
- ✓ Ensure that our induction procedures for employees include the prevention of abuse for clients.
- ✓ Ensure that training is provided, and available to all support workers, on the forms and prevention of abuse.
- ✓ Utilize our systems of management to support and supervise employees in their work.
- ✓ Act whenever there is a suspicion or report that abuse has occurred.
- ✓ Encourage an atmosphere where people feel able to discuss abuse, and therefore help facilitate its prevention, or prevention of future abuse.
- ✓ Encourage clients, including their relatives and/or advocates, to participate in reviews of our service and speak freely about their support.
- ✓ Commit to quality assurance and regular reviews of quality.



Records and Auditing

We keep records and perform audits in accordance with good practice and the National Minimum Standards. We keep an individual file, both electronic and physical, for each client and have procedures for recording key events and activities associated with their support.

We perform Client Reviews and maintenance to Personal Care Plans on at-least a yearly basis or sooner where required. A record of changes and events, and the date they were made, is recorded.

We maintain a comprehensive record of information, in anything related to their support or well-being, about each client. Clients, and their relatives and/or representatives (with permission), may review the client's personal file that we keep by making suitable arrangements with management. Such files may also be reviewed as part of inspections or regulatory audits.



Accessibility and Inclusivity

As an organisation will adhere to the *Accessible Information Standard* as set out in law section 250 of *The Health and Social Care Act 2012* and the *Equality Act 2010*.

- ✓ We will find out about how to meet people's needs and ask about any information or communication needs a person may have,
- ✓ Record these needs clearly and in a set way,
- ✓ Make documents as accessible as reasonably possible,
- ✓ Highlight individual's files ensuring that it is clear to individuals if they have any information or communication needs. This will also contain information on how to meet those needs,
- ✓ Where someone has given permission or consent to do so, an individual's information and communication needs should be shared with other providers of NHS and adult social care,
- ✓ Ensuring people receive information that they can understand and access and to offer individuals communication support should they need it,
- ✓ Continue as a Makaton friendly provider.



Inspections

We are subject to periodic inspections from the **Care Quality Commission** (CQC). A copy of our latest report is available on the CQC website, or we can provide a printed copy on request.

- [Seven Steps Short Breaks](#)
- [Seven Steps Support](#)

Sheffield City Council will also periodically inspect our services at-least twice annually.

We make a report to the **NHS Capacity Tracker** each month and the **NHS Data Protection Toolkit** each year.



Further Reading ALL AVAILABLE ON REQUEST

This document serves to provide as an aggregate for many of our policies, values, and guidelines. Some of our services, such as *Short Breaks*, may have some of their own specific policy documents. Where a more comprehensive understanding is required below is a non-exhaustive list of relevant documents we can provide:

- Duty of Candour
- Statement of Purpose
- Business Continuity Policy
- GDPR Compliance Documents
- Information Technology Documents
- Health, Safety, and Fire Policy
- Infection Control Policy
- Administering Medication Policy
- Accessibility Policy
- Equality and Diversity Policy
- Code of Conduct

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Contract start date

The client contract is effective from ● ___ / ___ / ___

between ● _____

and **Seven Steps Support Ltd**

Your name

Somebody to agree and sign

The Client -or- On behalf of the Client

Signature: ●

Date: ● ___ / ___ / ___

