

# Customer Guide for Supported Living



EasyRead version

# Supported Living at Orchard Close



ECL has a **supported living service** at Orchard Close.



A supported living service helps people with a learning disability:

- learn about living in their own home
- choose a place to live
- have more control in their lives.



We can support you to:

- stay safe in your community
- look after your home





- go to work



- do a course or go to college



- find or do hobbies that you enjoy

- look after your health

- communicate and making choices



- shower, get dressed and with personal care

- go shopping



- cook meals

- look after your money and pay bills.

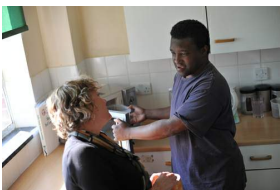


We provide support for adults with:

- learning disabilities
- who may also have physical needs
- Who have been assessed as needing to develop their independent living skills.

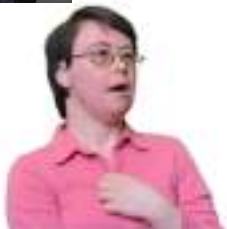


We help every person to have an individualised support plan. We will involve your family, carers and support network if you want us to.



Your Individualised support plan is about:

- the support you need
- what you want to do





- what you want to learn



- your choices about living independently.



We check if your plan is still right for you regularly.



ECL wants to help people who stay at Orchard Close to live as independently as possible.



Everyone needs different support:

- we might provide support for a short time





- we might provide support for a long time.

### Months

1	2	3
5	6	7
9	10	11



Orchard Close provides support for up to 6 months.



We will support you to move into your own home after living at Orchard Close. We work with you and your social worker and family to find your next home.

## About the house



Orchard Close is a house.

It is in a quiet cul-de-sac in Great Baddow.



There are 3 bedrooms. There are 2 bedrooms for customers. There is some furniture in the bedrooms.

There is 1 sleepover bedroom for staff.



There are 3 toilets.

There are shared spaces in the house where everyone can go.

There is furniture in the shared spaces.



The kitchen has a:

- oven
- hob
- dishwasher
- fridge-freezer.



There is also a:

- washing machine
- tumble dryer
- washing line in the back garden.



There are 2 gardens:

- a large secure garden with patio area
- enclosed garden space at the back.





There is parking for staff and visitors.

There is a double garage.



There is wifi.



There is an Alexa device in the house.  
Alexa can answer to your voice.



The house has a (Ringo) video doorbell  
for security.

# The Support we provide



There is support in the house all day.

A staff member does a sleepover every night in the house.

You will also have some 1:1 support.



The house is managed by the Supported Living Manager.



Here is some information about the support from us.



## Mealtimes

We support you to:

- choose meals
- do a weekly shop
- cook healthy meals using fresh ingredients.



## Looking after the house

We support you to:

- buy things to look after the house - washing tablets and dishwasher tablets
- do chores in the house.





## Staying healthy

We support you with your:

- health passport
- communication passport.



We support you to go to:

- a local GP
- health care appointments when you need to
- the pharmacy
- dentist
- the hospital if there is an emergency.





We can support with medication if you need it.



If you need extra help with something we can work with:

- the local NHS Learning Disability nursing team

and our ECL team:



- Speech and Language Therapist



- Positive Behavioral Specialist



- Physiotherapist



- Occupational Therapist



## Help with money and belongings

We will support you to:

- learn about money in a way you understand
- pay your bills.



We follow rules to keep your money and your belongings safe.

When people stay at Orchard Close they can:

- bring their own belongings for their bedroom
- put food items in their own kitchen storage space
- keep other items in the garage.





When people stay at Orchard Close they need to pay for:

- rent - Swan Housing Association will claim housing benefit
- your own food
- cleaning items
- hygiene items
- travel expenses
- any equipment you need.

## About our staff



We choose our support staff very carefully and we will involve you in the selection process, where we can.



We make sure they have training they need to do a good job.

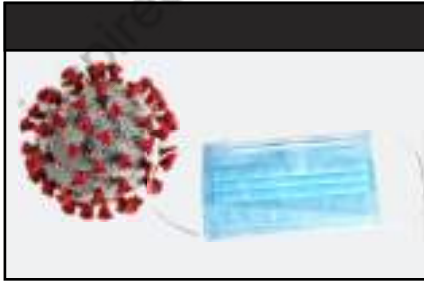


We check they have not been in trouble with the law. We use the Enhanced Disclosure and Barring check (DBS).

## Keeping safe and Covid protection



Our staff will do things to keep you healthy and so you don't get sick. ECL keep up to date with all the government advice to keep everyone safe and we will help you to follow the guidance.



Our staff have all had Covid safety training.



Our Staff have a weekly Covid test and all our staff are offered vaccinations.



You will be able to have Covid tests if you wish.



Your visitors may be asked to have a Covid test.

## Confidentiality



We have rules about looking after your information:

- where we keep your information
- sharing your information.



You can find out more in our Confidentiality policy – ask your support staff for a copy.

## Protection from abuse



Abuse is when somebody does something to someone else which causes harm or distress.



ECL wants to keep people safe from abuse.





We want you to:



- understand your rights



- know how to make a complaint

- have an advocate.



An advocate is someone who listens to you and can help you to speak up.



We also:

- employ people who are good workers

- make sure staff respect and value people



- train our staff to recognise and prevent abuse



- take action when someone thinks there may be some abuse

- supervise our staff



- ask our employees to speak out

- have regular reviews.



ECL has a Safeguarding policy and procedure which you can see – ask your support staff for a copy.



**Everyone should be safe at Orchard Close**

You should be safe.



Other people who live in the house should be safe.



Staff should be safe.



It is not okay for anyone to threaten or hurt anyone else.



## Rules about gifts

Our staff must not ask for or accept gifts.

Please do not give our staff gifts.



Our staff are not allowed to help customers to make a will.



## Being a quality service

We want to do our best job to support people.



We ask you what you think about our support.



We ask you every three months.



We are registered with the Care Quality Commission to provide care and support services.



You can ask for a copy of the latest CQC report.



## Comments and complaints



You can tell us when we are doing a good job.



You can tell us when there is a problem.  
This is called making a complaint.



It is okay to complain.



It can help us do a better job.



We will find out more about the problem.  
We will try to fix the problem.





You can view an EasyRead version of the comments and complaints policy – ask your support staff to see a copy.



Email:  
**[supportedliving@essexcares.org](mailto:supportedliving@essexcares.org)**



Find out more about what we do on our website **[www.ecl.org](http://www.ecl.org)**

# Additional Contact Information

## ECL Contact centre



Telephone:  
**0333 013 5438**



Email:  
**ContactCentre@essexcares.org**

## ECL Safeguarding



Email:  
**Safeguarding@essexcares.org**

## The Care Quality Commission



Website  
**www.cqc.org.uk**



Telephone:  
**03000 616161**



Email:  
**enquiries@cqc.org.uk**

## Local authority adult social care department



Website

[www.essex.gov.uk/topic/adult-social-care-and-health](http://www.essex.gov.uk/topic/adult-social-care-and-health)



Telephone:

**0345 603 7630**



Textphone:

**0345 758 5592**



For out of hours queries contact the Emergency Duty Service.

Telephone: **0345 606 1212**



You can also email the Adult Social Care team and someone will get back to you.

Email: [socialcaredirect@essex.gov.uk](mailto:socialcaredirect@essex.gov.uk)

## The local area safeguarding adults' authority:

### Essex Safeguarding Adults Board (ESAB)



Telephone:

**03330 131 019**



Website:

[www.essexsab.org.uk](http://www.essexsab.org.uk)

## Swan Housing Association (Property Management Company)



Pilgrim House  
High Street  
Billericay  
CM12 9XY



Website:  
**[www.swan.org.uk](http://www.swan.org.uk)**



Telephone:  
**0300 303 2500**



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