



Your Support Agreement between you and Ability Care & Support

Your Name:

Your Address:

Your Support Agreement



This support agreement is to tell you about the services that Ability will give you to help you live independently in your home.



You will be given a Support Worker, and we will talk to you about this and about how much support you will get before you sign this agreement.



There will also be some things you have to do as part of the agreement. This Support Agreement explains these.

The Agreement is between:

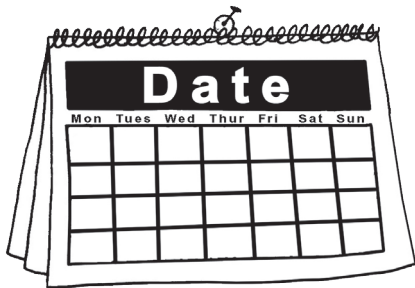


Ability Care & Support (Local Office):



And you:

Name:



The agreement starts on:

Date:



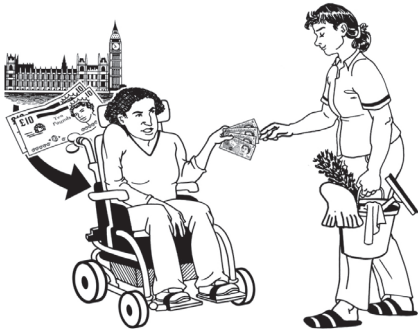
How to contact the office:

Contact:



Your support will cost:

£ _____ per hour



Your support is paid for by:

Supporting People	<input type="checkbox"/>	<input type="checkbox"/>
Social Services	<input type="checkbox"/>	<input type="checkbox"/>
You	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>



Contact information for the people who pay for your service is at the back of this folder.

Planning your support



We will work with you to plan your support.



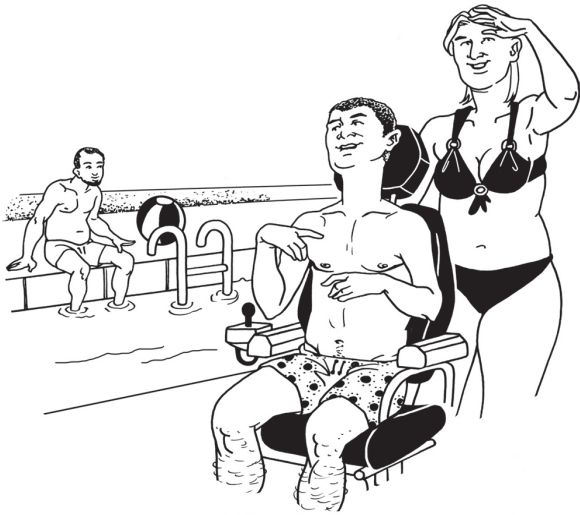
This is what we will do with your help:



We will listen to your goals and what you want to be able to do in the future.



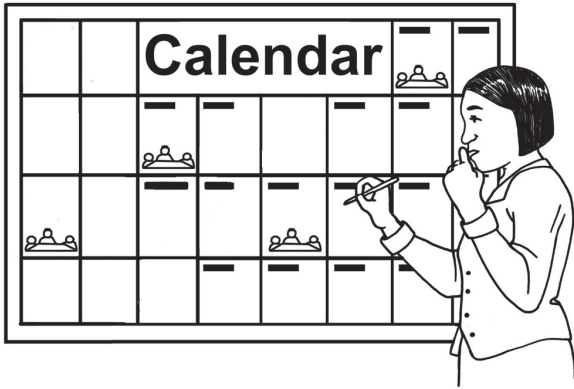
We will agree a plan of things you will do.



We will help you do the things you have planned.



We will find other people who can also help you.



We will meet with you regularly to make sure your plan is working for you.



We will keep notes of how well your plan is working and if anything in the plan needs to be changed.



We will look over your support with you every six months, or sooner if anything changes or if you ask us to. We will also use this time to make sure we can still give you the support you need.

The sort of support you get



Ability staff will support you with things like:



Moving in to your home.



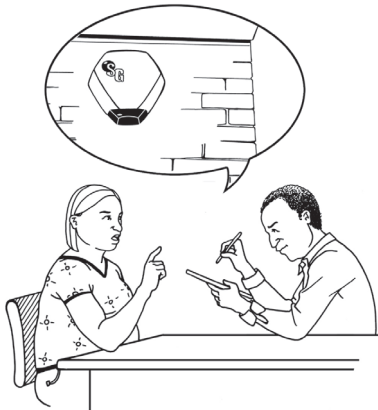
Organising, cleaning, cooking and shopping.



Managing your money.



Getting to know the area you live in.



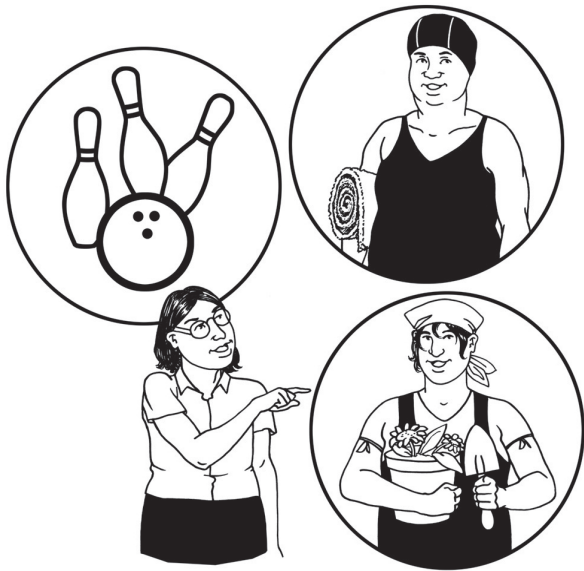
Keeping safe.



Contacting doctors or other local services.



Finding training or work.



Choosing how you spend your time.



Personal care.



Other things you may need support in.

What Ability must do:



Ability Care & Support must make sure that information about you is kept private.



We will ask you first if we can give information about you to anyone else.



Very rarely we might have to tell someone information about you. We will always tell you when we do this.



This may be because there is a risk of serious harm to you or someone else, or if the police might need to get involved.

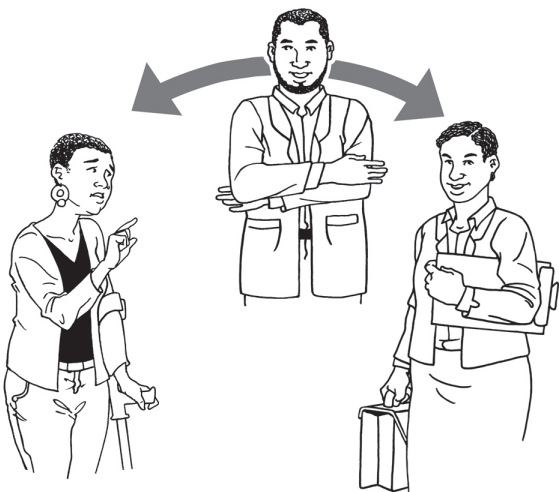




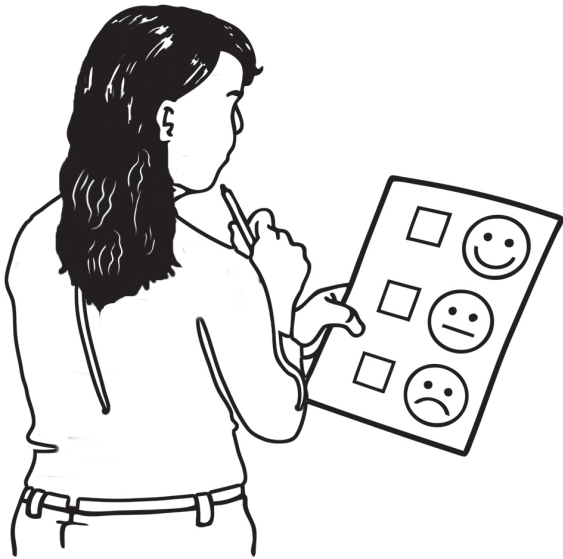
We must give you information about how we do our work.



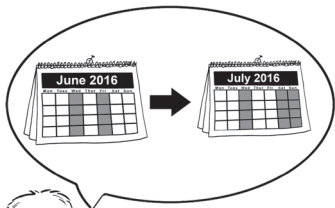
We must let you see information about you we have on file.



We must make sure that you have independent advice from an advocacy service if you want it.



We must support you to give feedback about our service.

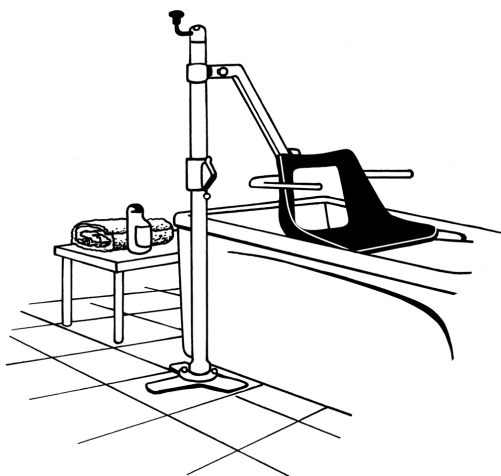


We must talk to you about changes to your help and support.



We must complete a Risk Assessment to make sure we can work safely in your home.

Things you must do:



You must provide any special equipment we will need to support you, like a hoist.



You must tell us about any changes to the money you get that might affect your benefits or how you pay for care.



You must accept support from the service and tell us if your support needs to be different.



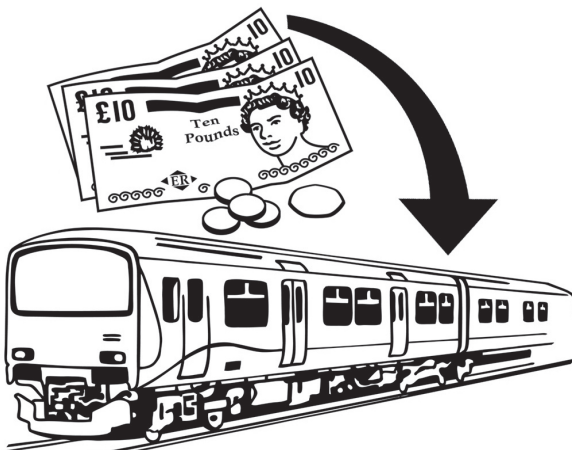
If you cannot meet staff at the time you arranged you must tell them at least 24 hours before.



You must tell us if you don't want any of the support we can give you anymore.



You must provide your own stamps and phone.



You must pay for things like parking, mileage and activities.

What to do if you want to end the agreement



If you don't want support from Ability anymore you can end the agreement.



We would like you to talk to us about this first. You can talk to your support worker or to the manager.



Ability Care & Support may end the support agreement too.



These are the reasons we might do this



If you don't need support anymore.



If you do not want to work with any of the staff.



If you are abusive to staff or to other people.



If we do this, we will explain the reasons to you and talk to you about other options you can take.



You have the right to appeal against this. Your support worker can explain how to do this.

Customer (write name)	
Customer (sign)	
Ability Care and Support (write name)	
Ability Care and Support (sign)	
Other (write name)	
Other (sign)	

This easy read document was made by CHANGE
www.changepeople.org

