

Expected Support Elements

Providers will be expected to deliver the following types of support (see table below). A service user's package of support may be some or all of these elements. The specific elements of support to be delivered will be recorded in the service users Individual Support Plan.

Activity
<p>Encouraging Positive Behaviours: The focus will be to encourage service users to develop skills that will lead them to live successful independent lives. It will include the following:</p> <ul style="list-style-type: none"> • Encouraging, motivating, reminding, planning, listening, understanding, praise and positive reinforcement • Develop new skills: Show them how to do something new or difficult and then help them to build confidence to do it unaided • Encouraging them to read and deal with correspondence (for example, bills, medical appointments, receiving visitors etc.)
<p>Personal care: This will be limited to prompting (reminding), facilitating and encouraging service users to:</p> <ul style="list-style-type: none"> ▪ Wash themselves ▪ Dressing and undress themselves ▪ Bathe themselves ▪ Take care of their all their personal hygiene needs (for example, hair, nails, feet etc.)
<p>Prompting with taking medication: This should be limited to:</p> <ul style="list-style-type: none"> • Reminding service users to be prompt (reminding) in taking their medication • Prompting service users to collect their medication
<p>Meet dietary needs Specialist dietary requirements e.g.</p> <ul style="list-style-type: none"> ▪ Diabetes ▪ Celiac ▪ Allergies
<p>Meet dietary preferences and choices:</p> <ul style="list-style-type: none"> ▪ Religious ▪ Cultural ▪ Choice e.g vegetarian etc.
<p>Communication – including sight and hearing: All appropriate support and aids available to enable service users to communicate in the most effective way for them (for example, glasses, hearing aids etc).</p>
<p>Preparation for attendance at appointments: Support to attend medical appointments/bank/solicitors etc.</p>
<p>Purposeful day:</p> <ul style="list-style-type: none"> ▪ Supported interests and hobbies ▪ Encouraging them to engage in activities ▪ Encouraging them to engage in day to day activities e.g.

Activity

Links to family where appropriate and safe

- Support and where appropriate accompany to see family and maintain family relationships
- Involving family if consent is given in the Support/Care Plans
- Informing family of any significant changes if safe

Links to the local community:

Encourage service user :

- to access local amenities
- go on trips out
- go to see friends
- to engage in religious activities where appropriate
- to engage in education and learning
- to engage in voluntary work, or paid employment