

How does it work?

We start with a conversation

This helps us learn what support you need

We talk to the team

This is so we can decide how to help you

We talk to you

We won't make any decisions without you



We work together

You will work with a **key worker** or **care co-ordinator**



What do we offer?

We assess your needs.

We work with you to help you improve your mental wellbeing.

This may include:

- * group work
- * support to access your community
- * support with daily living
- * support with education and maybe finding a job

We may introduce you to other services if it may help.

Appointments to suit you



We can meet you at home.

During the visit, please shut pets away and do not smoke. If this will upset you, talk to your key worker before the visit.



We can meet at our office or somewhere else.



We may talk to you on the phone or a video call.

These calls are private. Sit somewhere comfortable where you won't be disturbed.

We ask you to...

- * please treat us with respect and be kind to our teams.



- * please turn up to your sessions on time.



Let us know if you are running late.

- * please let us know if you cannot come to any sessions.

We do our best to support you

We will ask you questions about your quality of life and goals:

- * at the beginning of your support
- * during the programme
- * at the end of your support.



“ People understand me because they have been there themselves. ”

Our promise

We will help keep you safe

We will help you learn about any risks in your life. That way we can help you make a plan to keep you safe.

All our workers are background checked.*

We will be kind and caring

We will keep your notes private and safe**

Sometimes we need to share information with your care team. This is so we can support you in the best way. We will always discuss this with you.

* Our team members are verified by the Disclosure and Barring Service (DBS) and subject to safeguarding protocols and policies.

**Your records are confidential under the 1998 Data Protection Act. If you wish to see your records, please contact your Key Worker or call the Records Manager on 01332 623761.