

Moving On - Places to Live - Supported Accommodation

Bolton's Adult Services working with its partners and other organisations and agencies provides 24 hour supported living opportunities to adults with disabilities.

The Service supports small numbers of people in shared accommodation to achieve maximum independence which in turn enhances their quality of life.

The Service aims to meet the needs of all and will respect the dignity, privacy and safety of all tenants living in supported accommodation.

Accessing the Service

You can access this Service through your Care Manager, if you have one, or the Adult Advice Assessment and Review Team following your Community Care Assessment when your eligible need was assessed.

If you were not assessed as needing supported accommodation, but you feel your circumstances have changed you can ask your Care Manager or Fair Access to Care Reviewing Officer to review your needs.

Your Care Manger will determine the type and level of support you need. Taking a person centred approach your needs will be matched with the appropriate service. You will of course be fully involved along with your family if you want them to be.

When you chose to live in Supported Accommodation

The support provided is based on a long-term arrangement and the placement is usually a tenancy in supported housing. This may be in partnership with Housing Associations or Bolton at Home. Bolton's Supported Accommodation Service considers that it is as equally important to provide appropriate living conditions as it is important to provide the appropriate level of support to tenants. There are different types of accommodation provided by the Service. All are appropriate to meet the specific and different individual needs of tenants. In some cases the properties are adapted to meet the complex needs of tenants and support is provided by trained staff.



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What support do the staff provide?

The 24 hour support to live in supported accommodation is provided by trained staff. They provide the support you need so that you are able to maintain your tenancy and live in your own home. The staff provides support to a number of people like you who live in different parts of Bolton. The staff will provide you with support in all areas of your life were you might need help.

The support provided by the staff includes:

- Housing related support
- Maintaining your safety and security
- Independent living skills
- Social activities, hobbies and leisure interests
- Emotional support
- Cultural and spiritual needs
- Personal care needs
- Support with money to pay your bills
- Help when needed to take any prescribed medicines from your doctor.

You will have a small group of staff that regularly support you. Within that small team you will be linked with your own Service Coordinator. Your Service Coordinator will support you to develop a plan of what you want to do now and in the future

and what support you need to achieve this. They will also help you to keep in contact with your family and friends.

Your health needs are met from community based services and you will be supported to access the services you need.

Decisions about your own home

What goes on in your own home is up to you and your co-tenants. You will get the chance to meet, discuss and agree about what happens with the people you live with at a tenants' meeting. Tenants' meetings are held often and you can ask for a meeting if there is something you want to talk about that may involve the other people you live with.

How much support will I get?

You will be provided with 24 hour support if you have been assessed as needing it, which may include waking night support from staff. The Service is flexible to meet your individual needs. You may choose not to use our Service and make your own arrangements for support. You can do this by using a Direct Payment.



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What is a Direct Payment?

Direct Payments are a way of arranging your own services instead of Bolton's Adult Services arranging them for you. You can use the money to meet your personal and domestic care needs. You can use the money to employ staff or pay an agency to provide the support you need. With a Direct Payment you are in control and you decide who supports you, how they do it, and when.

For more information about Direct Payments see information sheet number 7.

How much will I have to pay?

Adult Services have a Fairer Charging Policy which explains which services there is a charge for and which services there is not a charge for. The Fairer Charging Policy explains how the amount you may have to pay is calculated. For more information contact the following:

Finance Section (Income)
Adult Services Department
Le Mans Crescent
Bolton, Lancashire BL1 1SA
Tel: (01204) 337213/337237
Minicom Number: (01204) 365963



How do I know the care I will receive is of a high standard?

The supported accommodation and the service we provide are regularly inspected by an independent inspectorate. The Commission for Social Care Inspection inspects the homes. A copy of their last inspection report is available on request from the service provider or direct from the Commission for Social Care Inspection at the following address:

Commission for Social Care Inspection
Bolton, Bury, Rochdale, Wigan area office
Turton Suite
Paragon Business Park
Chorley New Road
Bolton BL6 6AG
Telephone: 01204 676120
Email: enquires.bolton@csci.gsi.gov.uk

What do I do if I want to complain?

You can talk to your Service Coordinator about your concerns. Often, this will be all you need to do to sort your problems out.

Alternatively, you should talk to your Care Manager or contact the Customer Relations Team. More information about making a compliment or complaint can be found on information sheet number 23.