

Introducing you to

# Connect 1:1 Buddies

We provide 1:1 community based support for adults and children aged 8+ with additional needs. We match Service Users with support workers based on personality and shared interests so that each Service User can form strong and stable trusting relationships with their staff team. Our 1:1 Buddies Service is ideal for people seeking Personal Budget or Direct Payment carers.

We provide 1 main support worker for each 1:1 contract, so that each Service User can build a real relationship of trust with their key support staff team and our organisation

Each contract is individually tailored depending on the need of each Service User and could range from 2 hours to provide escort support to school, or a 5 hour after school 1:1 life skills development session providing extended respite to the main carer of that individual. Our minimum session time is 2 hours. We also provide sleeping or wakeful overnight support if required

## What are our aims?

- We aim to empower adults and children with additional needs on the Isle of Wight
- We aim to develop and maintain excellent relationships with parents and carers in order that they can feel assured that we are providing the best possible service for each of our Service Users
- We work alongside other organisations, not in competition but in harmony – encouraging integration and inclusion for all individuals with additional needs
- We encourage supported decision making to ensure that our Service Users are given real freedom of choice. For us, the welfare of each individual lies at the very core of our delivery

## What do we do?

Our 1:1 Buddies Service is open to those aged 8+ and is designed so that children and adults with additional needs are able to receive support in accessing any area of the community. Typical contracts include activities such as:

- Taking people into the community on a 1:1 basis
- Assisting individuals with communication and interaction skills
- Assisting with life at the home including over-night sleeping or waking night shifts
- Supporting access to social activities, for example going for a coffee, shopping or leisure activities
- Travel training
- Assisting with accessing hobbies and personal interest activities such as going to the cinema or day centres

## How do we get started?

First contact is made when the parent, carer or Care Manager contacts the organisation, at which point we exchange key information regarding the service they require

A Registration Meeting with the parent/carer is then set up to talk through in more detail the specific requirements and to fill in the Information Pack. These completed forms will be placed in the Service User's Personal File

At this initial meeting, the parent/carer of the individual we are supporting will be given our Terms and Conditions of Service document which outlines:

1. Who we are
2. Service Charges

3. Hours of Business
4. Invoices
5. Additional Costs
6. Changes to Support
7. Registration
8. Information Sharing
9. Quality Control
10. Staff Absence
11. Concerns
12. Record Keeping
13. Insurance
14. Compliance
15. Cancellation

A portfolio of staff is shown to the parent/carer so that specific staff members can be 'matched' with their child or adult. One main Buddy (a Key Worker) is to be chosen, as well as one spare to cover all instances of staff illness or holiday

The Buddy will meet the adult or child and their parents/carers with the CEO in the Welcome Meeting. This will ensure that the service user has met their Buddies before the 1:1 sessions begin, and will give everyone the opportunity to make certain that each detail of the 1:1 support plan is precisely as required. Any changes that need to be made (for example to staff members or service hours) can be confirmed during this meeting. Occasionally the Buddy will attend the Registration Meeting in which case a second meeting is not necessary

Risk Assessments that may be required are completed by management alongside the Service Plan. However, during the first few 1:1 sessions these are reviewed to ensure that every aspect of the service has been covered. After no more than 14 days the final Risk Assessments will be placed in the Service User's Personal File

Copies of relevant assessments (eg EHCPs, Personal Budget Plans etc) will be requested. Paper copies of these will be kept in the Service User Personal File for involved staff members to read

Any additional training that needs to be undertaken will be booked and completed by the relevant staff at the earliest opportunity. Some specialist training will need to be completed before the 1:1 sessions can begin. This will be agreed between the parent/carer and the CEO during the Registration Meeting. Training Records are kept with the Personal Files of each staff member, filed in their Staff Personal File

The Key Worker will be provided with access to the Service User Personal File while will contain

- The completed Information Pack
- A Service Plan for each of their 1:1 clients detailing needs, activities to be undertaken, session hours etc
- Any Risk Assessments that have been undertaken as required
- Any further information documents

The Buddy/Key Worker will also be given phone numbers for primary and secondary contacts for each Service User, and is encouraged to keep in contact during and after each 1:1 shift (as appropriate and necessary) by communicating via text with the primary and/or secondary contacts. The CEO will also ensure frequent communication with parents and carers to ensure that the service is working as expected. This way we can ensure that everyone involved can continue to be 100% satisfied with our service

### **Other things you should know**

If we are unable to cover the original time slot with the preferred member of staff then we will give the option of choosing another member of staff for the original time, or changing the shift time or day in order to stay with the preferred member of staff

If the parent/carer needs to cancel the 1:1 session then they will need to do so a minimum of 48 hours before the start of the session. Any cancellations made within 48 hours of the session will still be charged for, and the staff member paid

The minimum 1:1 session time is 2 hours. Shift lengths that are shorter than this will still get charged and paid for at 2 hours

We do not currently offer Personal Care as part of this service

If an activity incurs a cost for the Buddy as well as the Service User then this needs to be covered by the Service User. For example if the support time includes taking the Service User out for lunch then the parent could be asked to pay £5 for food for the Buddy, if the member of staff is required to eat. This will be discussed and agreed on a case by case basis

### **Maintaining Standards**

At every opportunity, parents and carers will be asked how they feel our service is going, and if they feel that any improvements or changes need to be made. We will also monitor this closely on a session by session basis. This will ensure that we can continue to provide a service that is really tailored to the individual interests of each Service User, with parents/carers and the individual we are supporting all able to be fully involved in the day to day running of their contract. Paper feedback forms are sent out to each Service User once a year, so that families have the ability to give comments both positive and negative about their experiences with us, while also giving an option to remain anonymous. Some parents/carers request a write up of each session at the time, this can be done via text or email to the parent providing a member of the Leadership Team has authorised this

Due to our high levels of information sharing required within our organisation we will be able to constantly monitor and evaluate our service delivery, ensuring that everything we do will continue to meet our intended aims. We want to ensure that Connect IoW remains an organisation with a truly person-centred approach, keeping the individual interests and needs of each Service User at the forefront of our delivery

### **Compliance**

Due to the nature of this organisation there are strict guidelines surrounding tasks that staff are able to undertake. Below are a list of relevant guidelines (this list is not exhaustive and will be updated as necessary – you will be informed of any updates as they take place by the Leadership Team)

### **Medication**

We are able to offer prompts or reminders for Service Users to take their medication, and must write down any instances of this on the appropriate forms. Prompts must be for medication in tablet or capsule form only. The use of inhalers must also be recorded on the medication sheet if taken during the times we are responsible for that individual. If you have any doubts about Medication Administration then consult the Service User Information Pack, their Service Plan or speak to a member of the Leadership Team. If any Service User requires the administration of medication then the process for this will be fully documented so that there is no doubt as to what our role is

NB Service Users who are epileptic will have an individual procedure for the safe management of this, which will be kept in their Service User File.

### **Personal Care**

We are not able to offer any form of personal care. If you feel that a Service User requires personal care then you must speak to the CEO immediately. This regulated activity involves supporting people in their homes, or where they are living at the time, with things like washing, bathing or cleaning themselves, getting dressed or going to the toilet.

The definition of personal care covers:

- a) Physical assistance given to a person in connection with:
  - a. Eating or drinking (including the administration of parenteral nutrition)
  - b. Toileting (including in relation to menstruation)
  - c. Washing or bathing
  - d. Dressing
  - e. Oral care, and
  - f. The care of skin, hair and nails (with the exception of nail care provided by a chiropodist or podiatrist), and

- b) The prompting and supervision of a person to do any of the types of personal care listed above, where that person is unable to make a decision for themselves in relation to performing such an activity without such prompting and supervision

Prompting and supervision is where staff prompt and directly supervise a person in their own home when they are carrying out the above actions and where the person is unable to make a decision for themselves in relation to performing such an activity without someone prompting them. Supervision will normally include direct observation of the action as it is carried out or otherwise checking on how it is being carried out. Supervision will not normally include merely encouraging someone to perform the activity or checking at some point afterwards whether it has been done. This means that in any service where staff are prompting and supervising a person in their own home who is unable to make a decision for themselves as they perform those activities listen, then the services will be classed as providing the provision of personal care

We are able to assist to straighten clothing, brush and do hair, assist to dry hair, assist with makeup, ensure shoes are safely closed etc. If you are in any doubt then please speak to Management

### **Physical Contact**

At Connect IoW CIC we are sensitive to the needs of all Service Users we come into contact with, and understand that on occasion an individual may need a hug or a handshake. In some activities it will be necessary to guide the Service User by touch. Be sure to be appropriate at all times, and be aware of maintaining clear boundaries. Consult the Information Pack or Service Plan for each Service User to be sure to remain appropriate and if you have any further doubts then do not hesitate to speak to a member of the Leadership Team

### **Costings**

1:1 Buddies service is charged at £19.75per hour. Sleeping night rates and bank holidays are charged differently. Please refer to our Terms of Service

If you would like to find out more then please contact Jenny on 07875 949 584 or email [jenny@connectiow.com](mailto:jenny@connectiow.com)