



choice &
control

individual support

Individual support and
care services delivered
by Outlook Care



Individual Support Service

What is an individual support service?

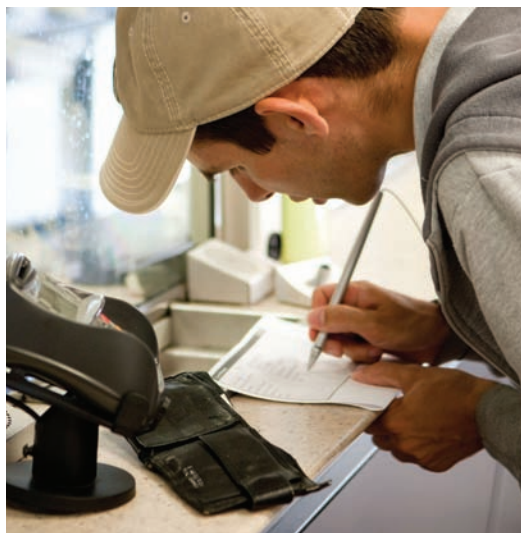
A service enabling you to choose when, how and by whom your support and care is delivered.

Who is the service for?

You may be older, have a learning disability, physical disability or a mental health support need. You may have an individual budget or wish to pay for your support yourself.

What the service delivers

Once agreed with you, we can deliver the help you want us to provide. This could be personal care such as bathing or managing medication, help with day-to-day chores or companionship.



Flexible,
personalised
services so that
you can live the
life you choose

How does an Individual Support Service work?

After meeting one of our managers, you will choose the people that will support you from our list of trained staff. The people you choose are known as Personal Assistants and are able to provide support and care on your terms.

How can the Individual Support Service help me?

We can help you in:

- Day to day support or care
- Night time support
- Learning new skills
- Enjoying new experiences
- Going on holiday
- Complex needs support
- Short term care following stays in hospital

We will consider other enquiries for our service on application, so please feel free to ask.

What happens next?

Step 1 We will meet with you and agree with you the help you want us to provide.

Step 2 We can put together a plan of how we will support you if you need it (a separate charge may be made).

Step 3 We will put together a list of Personal Assistants who match your needs and wishes.

Step 4 We will support you to select the most suitable Personal Assistant(s) to provide your Individual Support.

Step 5 We will manage your service for you for as long as you want us to. You may choose to employ your own Personal Assistant(s), we can arrange this for you through our service People 4 People*.

*People 4 People is a service that helps people recruit and employ their own Personal Assistants, see www.people4people.org.uk

Individual Support Service

What is the cost?

We offer a competitive hourly rate depending on your needs and an individual assessment. The hourly rate agreed with you will be based on your needs and is reviewed every year.

Each part of your service will be priced clearly and separately so that you know exactly what you are paying for.

How can I pay?

You may have an Individual Budget or personal funds that you can use to pay for the service.

How can I find out more?

For an informal chat about this service, please phone us on 01277 633163 or email info@outlookcare.org.uk

Complaints

If you have a complaint about our Individual Support Service please contact Outlook Care on the email and number below.

Who are Outlook Care?



We are a not for profit organisation, registered with the Care Quality Commission, that has delivered person centred support and care to people since 1990. We are experienced in managing and training staff to help people with a range of needs to live in their own homes. We understand that each of our customers has their own individual needs and wishes. Customer service is at the heart of the work that we do.



Outlook Care

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INVESTOR IN PEOPLE

