

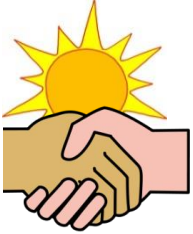
Community Living Scheme



.....a guide for Citizens

This document may be available in other languages and/or formats on request.
Please call 0800 032 1099 for further details.

What's in this guide?



This guide should tell you everything you need to know about Community Living.

What is Community Living?

Community Living is about giving you support to live independently in a safe place – this is usually a house, a flat or a bungalow in a community.

There are Community Living properties in:



- ❖ Ruthin
- ❖ Prestatyn
- ❖ Denbigh
- ❖ Rhuddlan
- ❖ Rhyl.
- ❖ Henllan



These are usually in a place where it will be easy to get to local shops and other places you might need to go, like the doctor or dentist.



If you decide to live in a Community Living Project, you will be supported to take part in your local community.

In each Community Living Project there can be up to 5 people sharing a home.

There are staff there most of the time, to help and support the tenants. The staff will follow what is written in your care and support plan, and help you to learn new skills.

They will tell their Manager about any issues or problems.



Wherever possible, you will be supported by someone who can speak the language you are most comfortable speaking.

How Community Living placements work

Community Living is based on the following principles:



People have the right to:

- have an ordinary life within their community
- be treated as an individual
- get help and support to reach their potential

Community Living offers you:



- your own bedroom (with a tenancy agreement)
- your own home, but with shared communal areas
- support from staff to learn new skills, make choices and live independently
- opportunities to be involved in the local community
- Telecare, which is a range of sensors and equipment that can help you to be safe at home and to have more independence
- the chance to be a respected member of your community
- the opportunity to develop friendships and relationships with other people

Making sure you are safe



Risks are part of everyday life, but our staff sometimes have to carry out risk assessments to make sure you are living somewhere safe, and aren't doing anything dangerous.

Not all risks are bad, and staff can work with you to help you manage risk



A copy of any risk assessment is kept on file for reference.

What you can expect from Community Living

This is what you can expect from your placement.



- You will be shown respect and staff will be polite.
- You will have choices about every part of your life.
- You will have support to live as independently as possible.
- You will have the chance to learn new skills so that you can be more independent.
- You will be given information about things like work, education, health, advocacy and finances.
- Staff will respect your privacy.
- You can speak out and complain about any service you are not happy with.
- You will have a person centred review every year where you can tell people what is working and not working and about what matters to you

We will make sure you are registered with a local doctor, dentist and with a chiropodist and optician if you need one. Staff will help you with this.

The **Complex Disabilities Team** can also put you in touch with specialists if you need them. This includes Learning Disability Community Nurses, occupational therapists, speech and language therapists, psychiatrists and psychologists.

Care and Support Plans can be amended if your needs change.

How your placement will be paid for

An assessment will be done before your placement begins to see how much you should pay for your placement. You will get a bill each month for the services you get, and project staff will help you to pay those bills.

Day to day arrangements



- You can bring any of your own things with you to your new home.
- A television is normally kept in the living room, to be shared by the tenants. You can buy a television to have in your own room if you like, but you will need a separate TV licence for this.
- If you want to smoke, you should do this outside in a designated area.
- You will be able to use the shared telephone. You will share the costs of using the phone with the other tenants.
- If you have pets, you can take these with you, but only if the other tenants have agreed to this in advance, and as long as nobody is allergic to them. We would do a risk assessment to make sure it's safe for everybody.
- We will ask you to take part in planning, shopping and preparing your meals. You will be supported to have a healthy diet.
- If you want to take part in local activities and events you will be supported with this.



How Community Living is managed

- Community Living projects are part of Community Support Services, which is the department responsible for social care for adults in Denbighshire.
- There are Service Managers within Denbighshire Community Support Services who are responsible making sure the projects are run well. Your Client Services Officer or Team Leader can tell you how to get in touch with them if you need to
- There are also Team Leaders (TL) and Client Service Officers (CSO) who directly manage the houses and supervise the project workers.
- There is emergency cover and each of the projects is linked to an out of hour's emergency service in the evenings and at weekends.



What do I do if I would like to live in Community Living?

If you would like to live in a community living project, you will need a referral to the **Complex Needs Team**.

A Social Care Worker and Community nurse will carry out an assessment of your needs and talk to you about what matters.

If, after everything has been talked through, you would like to be considered for community living, your name will go on the supported housing list.

If a suitable vacancy becomes available, your social worker, team leader or client service officer will work with you to support you and your family throughout the moving in process.

If you would like to know more about living in a community living project, or don't understand anything in this guide, please contact the **Single Point of Access (SPoA) team**.



Telephone: 0300 456 1000
Email: spoa@denbighshire.gov.uk

Or you can call in or write to them at:



SPoA
Denbighshire County Council
PO Box 62
Ruthin
Denbighshire
LL15 1AZ

Comments and complaints

If you would like to make a comment, complaint or compliment about the services we provide you can contact the **Complaints Officer**.



Customer Connections Team

Denbighshire County Council
PO Box 62
Ruthin
Denbighshire
LL15 1AZ



Free phone: 0800 032 1099

They will listen to your comments or complaint, and take everything you have to say seriously.

They will try to help you and make things better.

They can also give you a leaflet that tells you more about how to make comments or complaints.