

Deafblind Scotland vision – “A society in which deafblind people have the permanent support and recognition necessary to be equal citizens”



## Deafblind Scotland Policy on Support Plans

### What do we mean by Support Plan?

A support plan is a written document outlining or detailing the support needs of a deafblind individual. The main focus of Deafblind Scotland's interest is in the communication and guiding needs of deafblind people. This plan will be agreed by Deafblind Scotland and the service-user and a copy in the format of their choice will be given to the individual service-users.

### Policy Statement

Deafblind Scotland is committed to ensuring that individuals have maximum control over their lives and where required, are assisted to access the necessary support to meet their needs.

Support planning will aim to recognise:

- The deafblind person's individuality
- The deafblind person's right to dignity
- The deafblind person's right to confidentiality
- The deafblind person's communication, information and mobility needs
- The deafblind person's desired outcomes
- The deafblind person's right to complain
- The need to details how the service is to be monitored
- The need to detail how the deafblind person might be consulted about their service, and influence their support plan, or reject it if they view it to be unnecessary
- The values contained within the National Care Standards

Deafblind Scotland adopts the key purposes in support planning of:

- Having an agreed support plan that sets out how the needs of an individual service user can best be met
- Summarising what action is required, how that action will be carried out, who will be responsible and what the timescale will be for completion and review
- Enhancing the skills, knowledge, personal achievements, confidence and self-sufficiency of the service user.
- Improving communication within the staff team and enabling staff to plan collaboratively for the benefit of service users
- Ensuring actions which will minimise discrimination and oppression

Support planning will therefore be organised and arranged in a way that ensures each service user is valued as a unique individual and an approach that empowers and promotes the service users' rights will be adopted.

Deafblind Scotland will ensure opportunities will be made to listen and hear what their requirements are.

The diversity of individuals is recognised and Deafblind Scotland will seek to treat the service user group equally.

Deafblind Scotland recognises that the service user's right to choice in a support plan should be promoted and they should be supported to take calculated risks. However tensions will arise when the wishes of one individual may impact or adversely affect the rights of others. The beliefs and preferences of an individual worker should not impinge on the right of choice for the service user.

The Service-user should receive a Service-User Information Pack containing their updated support plan within it, in their preferred format e.g. Braille, Moon, Large Print, Audio Tape, Email, 1:1 support from a guide/communicator, BSL interpreter etc.

This policy seeks to provide a framework for individuals to exercise their choices and for Deafblind Scotland staff to assist service users with the complex, and sometimes difficult decisions they make about their lives.

Guide/communicators will be adequately trained and supervised in the principles and implementation of support planning and in the specific requirements of individual service users.

Confidentiality will be promoted by ensuring that support plans:

- Are handled and stored securely
- Are communicated with appropriate attention to confidentiality
- Are disclosed only to those with the right and the need to know and proof of identity is obtained where necessary.

Employees will inform their lines manager if it appears information is being misused.

The relationship of Deafblind Scotland's support plan to planning and review processes carried out by other relevant agencies will be clearly defined.

# Deafblind Scotland Procedure for Support Plans

## **Aim of procedure**

This procedure provides a framework, which if followed will ensure that Deafblind Scotland's policy on Support Plans is followed, implemented, and appropriately monitored.

## **Policy Statement**

Deafblind Scotland is committed to ensuring that individuals have maximum control over their lives and where required, are assisted to access the necessary support to meet their needs.

### **1. Information required when preparing a basic support plan:**

- Name – both proper and “known as”
- Date of birth
- Address
- Communication needs
- Service/support currently being funded/provided
- Any support needs the individual has indicated
- Any relevant health needs (where the deafblind person is agreeable to this being entered)
- Other matters which may impact on service (if the deafblind person has additional support needs, e.g. wheelchair-user, behaviours, etc)
- Family background, if relevant and available
- Outline of areas to be supported
- Service monitoring arrangements
- Brief outline of complaints procedure
- Follow-up issues from previous visits, service reviews
- Unmet need should be detailed and agreement made as to how these might be addressed, by whom, and in what timescale

### **2. When undertaking the development or updating of support plans:**

- The support planning process will be allocated to a designated worker.
- The designated worker will ensure service user is given the opportunity, whenever appropriate, to co-ordinate their own support. Some services users will write their own support plan with assistance.

- The worker will record accurately and legibly the information necessary for purpose.
- In order to involve the service user and stakeholders to the fullest extent possible, the worker will be mindful of setting, timing, use of language, communication methods, support needed and appropriate structure of the meeting.
- A worker will prepare a written record of the support plan. Appropriate circulation will be agreed with the user and stakeholders.
- The worker on behalf of Deafblind Scotland and the service user will agree the actions in the support plan.
- There will be a clear agreement for updating and reviewing the support plan.

The Service-user should receive a Service-User Information Pack containing their updated support plan within it, in their preferred format e.g. Braille, Moon, Large Print, Audio Tape, Email, 1:1 support from a guide/communicator, BSL interpreter etc.

### **3. Monitoring and review arrangements:**

The Support Plan should be reviewed annually in timing with the Service Review, but at any time the deafblind service-user has the right to call for a service review and/or a review of their support plan.



# Deafblind Scotland Guide/Communicator Service

## Service-user Information Pack 2020

# **Information for Service-users**

**This pack has information about Deafblind Scotland's Guide/Communicator service.**

**The information is in Very Large Print for ease of access. If you would like the full copy of any policy or procedure, please just ask.**

**Please keep the pack safe. It has phone numbers and useful information you might need.**

**If you have any questions, please ask.**

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# **Written Agreement**

## **Section 1**

### **The Aim of the G/C Service**

- **Ensure equal access for Deafblind people**
- **Promote independence**
- **Provide stimulation**
- **Help maintain links with the community**



## **Section 2**

**The role of the guide is to:**

- **Give you information on what is happening around you.**
- **Help you get around, outside your home to the places you want to go.**
- **Help you access information and enable you to make decisions by giving you full information in your preferred communication method.**
- **Work to Deafblind Scotland's Code of Practice and Guidelines. This means they will, at all times:**
  - **Provide the service as agreed**
  - **Respect everyone's right to privacy and confidentiality**
  - **Maintain a professional approach**
  - **Work within their communication skills**
  - **Take reasonable safety precautions**
  - **Tell you about any risks to your safety**
  - **Help you make a complaint**
  - **Follow Deafblind Scotland's good practice guidelines**
  - **Follow the Scottish Social Services Council (SSSC) codes of practice for social care workers**

**Follow Deafblind Scotland's Health and Safety Policy for g/c's and report any concerns to the Service Manager.**

## **Deafblind Scotland will use guides who have been:**

- **Identified as being suitable to work with vulnerable adults**
- **Trained in communication & guiding skills.**
- **Be member of the Protection of Vulnerable Adults scheme.**
- **Able to register with the Scottish Social Service Council.**
- **Given satisfactory references**
- **Trained in Deafblind Scotland's policies and procedures.**
- **Trained in Moving and Handling of people.**

## **Deafblind Scotland will support guides by:**

- **Arranging opportunities for new guides to work with Supervisor/experienced guide/communicators and with different deafblind people.**
- **Providing regular in-service meetings.**
- **Providing ongoing training.**
- **Providing regular support, supervision and appraisals.**
- **Providing observations and competence assessments.**

## **Management and Staffing**

- **Deafblind Scotland has approx. 70 g/c's who are employed to provide services.**
- **The service is managed by the Head of Operations and Service Manager. There are 3 supervisors.**
- **4 staff are involved in administering the service.**
- **The Chief Executive, Board of Directors and Senior Management Team monitor the service by receiving regular reports.**
- **The Scottish Advisory Group on Deafblindness discusses the service regularly.**
- **Deafblind Scotland will use a number of different g/c's to provide your service.**
- **All g/c's receive training in helping you make a complaint**
- **The supervisor and g/c's are specially trained to monitor quality, and to maintain standards.**
- **If you have a concern or complaint about the service please contact the Service Manager or members of the Senior Management Team at any time.**

## **Section 3**

How to book a guide/ communicator

**You can phone, text, fax or email the office, or ask someone to contact us for you.**

**Phone: 0141 777 7774**

**Text/Glide: 07715 421 377**

**Skype:**

**Fax: 0141 775 3311**

**Email: [servicesadmin@dbscotland.org.uk](mailto:servicesadmin@dbscotland.org.uk)**

**Please:**

- **Give 14 clear days' notice of your booking needs**
- **If we get less notice it may be difficult to find a guide, but we will always try.**

## **What we will need to know when you book a service:**

- **Date and time g/c should arrive at your house or agreed meeting place.**
- **Where you want to go**
- **What you will do**
- **Time of any appointment you may have**
- **How you and your guide will travel**
- **The time you and your guide will finish and arrive back at your house.**
- **We need this information to allow us to plan.**
- **Sometimes we cannot match the time you need it is helpful if you can be flexible. Please tell us if the time is critical e.g. a medical appointment.**
- **Please remember g/c's need regular breaks.**

## **Deafblind Scotland expects service-users to:**

- **Follow Deafblind Scotland's Health and Safety policy.**
- **Be ready when the g/c arrives.**
- **Finish at the agreed time.**
- **Treat the g/c with respect**
- **Tell Deafblind Scotland about any problems you have with a g/c**
- **Pay any public transport costs or private petrol costs by invoice, also pay entry fees for the g/c**
- **Tell the g/c what they need to do to meet your needs.**
- **Respect the g/c's need to maintain confidentiality.**

## **Your Guide/Communicator Should Not**

- **Guide or communicate with more than one person at a time.**
- **Go shopping for you, unless you are ill.**
- **Use their mobile to make or receive personal phone calls or messages. Although sometimes the office may phone the g/c to contact you.**
- **Do anything, which is not legal, or not acceptable to those who fund the service.**
- **Smoke while working.**
- **Accept gifts, loans or money from you for any purpose.**
- **Be expected to use their private vehicles unless they agree.**

## **Section 4**

### **Health and Safety**

- **Health and Safety at Work Act (1974) demands that we know of any risks there might be for staff at work.**
- **Deafblind Scotland wants to keep you as safe as possible.**
- **To do this we need to do “Risk Assessments.” This means looking at any activity and thinking about all the things which could go wrong.**
- **We will carry out a risk assessment for your service. We will involve you in that risk assessment by asking you questions and listening to your concerns about safety. We can give you a copy of the risk assessment when it is completed and will update if circumstances change.**
- **If you feel unsafe at any time, then please tell the Service Manager.**
- **If an accident occurs while you are with the g/c please tell the Service Manager.**
- **If any incident occurs which concerns you please tell the Service Manager.**

**In general to keep you both safe, please remember to:**

- 1. Cover any cuts**
- 2. Always wash your hands to stop germs spreading**
- 3. Tell the g/c if they are walking too fast, or if you feel unwell.**
- 4. Listen to the g/c if they say there is danger, leave if they ask you to.**
- 5. Do not ask the g/c to carry lots of items as they will not be able to guide you safely.**

**Also remember:**

- G/c can only work with one member at a time.**
- Sometimes two g/c's are needed to help keep wheelchair users safe.**
- A g/c should not interpret using Deafblind Manual for more than 20 minutes without a break.**
- G/c's should have an uninterrupted break of 20 minutes if working time is more than 6 hours.**
- At meetings take time to arrange your chairs before the meeting begins, so you are both comfortable.**



## **Smoking**

**On 26<sup>th</sup> March 2006 a new law came into force,**

**“The Smoking, Health and Social Care (Scotland) Act 2005”.**

**This new law is being introduced to save lives and prevent diseases caused by passive smoking.**

**This law will ban smoking in public places, including pubs, clubs, restaurants, hotels, halls, shops, even toilets.**

**This law also means the government has recognised the dangers of passive smoking.**

**This means that Deafblind Scotland can no longer ask g/c's to work in smoky situations. This includes your home, if a g/c is paid to be there.**

**We ask that if a g/c is coming to your house please do not smoke in the house while they are with you or for half an hour before they are due to arrive. You can smoke while you are outside with the g/c but not in an enclosed space.**

## **Section 5**

### **Sometimes we cannot provide a service**

- **If the g/c is unable to come to work. Deafblind Scotland will try to find another g/c but sometimes it is not possible.**
- **If Deafblind Scotland has to cancel your g/c we will try to give you as much notice as possible.**
- **We will make up the hours at another time.**
- **We may ask you to be flexible with your support time for example for medical emergencies.**
- **G/c's must go to meetings and training courses 4 times a year. On these days only emergencies can be dealt with.**
- **We do not provide a service on Easter Monday, 1<sup>st</sup> Monday May holiday, Christmas Day, Boxing Day, New Year's Day and 2<sup>nd</sup> January.**
- **At the beginning of each year we will give you a list of dates for In Service days, on these days access to support staff is very restricted so please avoid making appointments on those days.**

## **Cancelling a Guide/Communicator**

**If you need to cancel please give us at least 72 hours' notice when possible. Hours cancelled in this time cannot be reused.**

**If at weekends you are unwell and don't want to go out with the guide, don't worry. When the guide arrives just tell them you are unwell and can't go out, the guide will be paid for their time.**

**During the working day if the guide does not turn up please phone/contact the office immediately. Don't wait.**

**When the office is closed and a g/c does not turn up for an evening or weekend job, please phone:  
07715 421 388**

**During office hours you can also text the office on:  
07715 421 377**

**For other emergencies outside normal working hours you may contact your local standby social worker on:**

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## **Section 6**

### **Any Problems**

**Please tell us if:**

- **The g/c doesn't tell you what is happening.**
- **The g/c leaves you alone.**
- **You feel unsafe.**
- **You think the g/c has broken confidentiality.**
- **There was an accident or incident, even although no one was hurt.**
- **The g/c asks you to buy something for them**
- **The g/c tries to sell you something**
- **You are worried about anything the g/c does**
- **The g/c asks you to keep a secret**

### **Abuse**

**Deafblind Scotland wishes to ensure that no service-user is abused in any way.**

**Abuse includes verbal, physical, mental, sexual, emotional, financial abuse or neglect of your basic needs.**

**Please tell us if anyone:**

- **Pushes, hits or hurts you.**
- **Says cruel things or bullies you.**
- **Doesn't look after you properly.**
- **Takes money or possessions from you.**

**You have a right to be protected from any abuse and Deafblind Scotland has procedures in place to protect you.**

**In the first place please report the problem direct to the Head of Operations or Service Manager.**

**Follow the complaints procedure in this book. All g/c's have been trained to help you make a complaint**

## **How to Make a Complaint**

**You can make a complaint if you are unhappy about your service.**

**Any concerns about the service should be reported to Deafblind Scotland.**

**For minor complaints a member of staff should be able to discuss the concern and deal with most problems quickly.**

**If they are unable to help you can make a formal complaint.**

## **Formal Complaints Procedure**

**A formal complaint should be made in writing, or by phone, text, fax, e-mail, in person or by your representative.**

**We can help you to make a complaint.**

**We will keep a copy of your complaint.**

**You will receive a letter to acknowledge your complaint within 7 days. If we need to get further information from other people involved and this takes some time we will let you know.**

**You will receive a written response to your complaint within 20 working days.**

**This will let you know what will happen as a result of your complaint.**

**If you have a complaint about your g/c service you can also report your complaint to the Local Authority who funds your service and/or the Care Inspectorate on:**

**Tel: 0345 600 9527**

**Email: [enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)**

## **Independent Advocacy**

**Independent advocates do not make decisions for you.**

**An Independent advocate is there to help you decide what you want to say, and then help you say it.**

**If you think you have been abused in any way you have the right to independent advocacy, just ask.**

**The following addresses may be helpful if you feel you need independent advocacy:**

### **The Scottish Independent Advocacy Alliance**

**London House,  
20-22 East London Street,  
Edinburgh,  
EH7 4BQ**

**Tel: 0131 556 6443**

**Fax: 0131 550 9819**

**Email: [enquiry@siaa.org.uk](mailto:enquiry@siaa.org.uk)**

## Section 7

### Useful contact names & numbers

#### Care Inspectorate

Headquarters

Compass House

11 Riverside Drive

Dundee

DD1 4NY

Care Inspectorate Enquiries: 0345 600 9527

Email: [enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

#### Social Work Scotland

Floor 4,

Hayweight House

23 Laurieston Street

Edinburgh

EH3 9DQ

Tel: 0131 281 0853

Email: [admin@socialworkscotland.org](mailto:admin@socialworkscotland.org)

Local Social Work:


#### Deafblind Scotland

1 Neasham Drive

Kirkintilloch

G66 3FA

Tel: 0141 777 7774

Text: 07715 421 377

Fax: 0141 775 3311

Email: [info@dbscotland.org.uk](mailto:info@dbscotland.org.uk)



## **Section 8**

### **Disclaimer**

**DBS does not take responsibility for breakages and damage which occur to your property in the course of any work during the delivery of this service. Home insurance should be arranged to protect your home and property.**

## **Section 9**

### **Payment for service**

**Local Council's sometimes fund DBS services, but if you purchase the service directly, privately or have a personal contribution to pay, DBS will confirm the amount and send you invoices every 4 weeks.**

### **Financial Arrangements**

These will be agreed between you, your social worker and DBS. DBS may carry out a Credit Check if you are making a personal contribution towards the service.

Your weekly personal contribution is £\_\_\_\_\_

DBS will invoice you £\_\_\_\_\_ every 4 weeks.

This can be paid by cheque (payable to Deafblind Scotland) or by standing order into Deafblind Scotland's Bank account. The bank details are:

Account number: 00161214    Sort Code: 83-28-20

Invoices must be paid with 28 days. If invoices are not paid DBS may stop providing your service. DBS will write to you and let you know if your service is stopping.

# Section 10

## Written Agreement

Name of Service User: \_\_\_\_\_

Date Service Started: \_\_\_\_\_

Number of Hours per week: \_\_\_\_\_

Personal Contribution per week: \_\_\_\_\_

Address: \_\_\_\_\_

Contact details: \_\_\_\_\_

Emergency contact: \_\_\_\_\_

\_\_\_\_\_

Social Work: \_\_\_\_\_

Tel: \_\_\_\_\_

Doctor: \_\_\_\_\_

I understand the content of this Service agreement:

Service User signature \_\_\_\_\_

Deafblind Scotland signature: \_\_\_\_\_

Date: \_\_\_\_\_

Copies to Service User and Deafblind Scotland