

## Support Plan Policy

### What is a 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 Health & Social 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 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 User Outcomes
- 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
- Service monitoring arrangements
- Brief outline of complaints procedure
- Follow-up issues from previous visits, service reviews

### **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

# 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.

<b>Contents</b>	<b>Page</b>
<b>Section 1 Aim of the Service</b>	<b>4</b>
<b>Section 2 Role of the Guide/Communicator</b>	<b>5</b>
<b>Section 3 How to Book a Guide/Communicator</b>	<b>9</b>
<b>Section 4 Health and Safety</b>	<b>13</b>
<b>Section 5 Service Provision</b>	<b>16</b>
<b>Section 6 Any Problems</b>	<b>19</b>
<b>Section 7 Useful contact names &amp; numbers</b>	<b>24</b>
<b>Section 8 Disclaimer</b>	<b>25</b>
<b>Section 9 Payment for service</b>	<b>22</b>
<b>Section 10 Written Agreement</b>	<b>23</b>

# Section 1

## The Aim of the Guide/Communicator 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.
- Support you to get around, outside your home to the places you want to go.
- Support 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
  - Monitor quality and maintain standards.
  - Follow Deafblind Scotland's Health and Safety Policy for Guide/Communicator's and report any concerns to the Service Manager.

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

- **Have identified as being suitable to work with vulnerable adults**
- **Are trained in communication & guiding skills.**
- **Are a member of the Protection of Vulnerable Adults scheme.**
- **Qualify to register with the Scottish Social Service Council.**
- **Have provided two satisfactory references**
- **Are trained in Deafblind Scotland's policies and procedures.**
- **Are trained in Moving and Handling of people.**
- **Are committed to continued professional development**

## **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.**
- **Carrying out observations and competence assessments.**

## Management and Staffing

- Deafblind Scotland has a team of Guide/Communicators who are employed to provide services.
- The service is managed by the Head of Operations and the Service Manager. There are two service coordinators and various supervisors supporting the Guide/Communicator team.
- 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.

## Understanding your service

- You will be supported by a number of different Guide/Communicators to deliver your service.
- All Guide/Communicators can support you to register a concern, compliment or make a complaint to Deafblind Scotland.
- Supervisors will regularly review the quality of your service to maintain expected standards, which comply with SSSC Codes of Practice and Care Inspectorate regulations.
- Should a guide/communicator not be available on the day/time you prefer Deafblind Scotland will require your flexibility.
- It is your responsibility to plan your time with the guide/communicator. This should take account of

**travel and transportation. Please be aware that not all guide/communicators have the use of a vehicle for work purposes, however Deafblind Scotland should let you know this in advance.**

- **Deafblind Scotland will provide you with a communication book for guide/communicator to log brief details of support provided, any travel/mileage used and any information you wish passed onto the next guide/communicator supporting you. If you prefer not to have a communication book within your home the guide/communicator supporting you will need to finish support 10 minutes earlier to allow time for them to update the office with the information above. The recording of this information is required for Social Work and/or Care Inspectorate inspection.**
- **Deafblind Scotland will carry out a risk assessment and review regularly to ensure safety of all.**

## **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 / 07715 421 377**

**Text/Whatsapp/Facetime: 07715 421 377**

**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 Guide/Communicators 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 Guide/Communicators need regular breaks.**

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

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

# **Your Guide/Communicator Should Not**

- **Guide or communicate with more than one person at a time.**
- **Handle your cash unless you are unwell/unfit and require some essential shopping.**
- **Handle you bank card or put in your PIN number at any time.**
- **Use their mobile to make or receive personal phone calls or messages. Although sometimes the office may phone the Guide/Communicator 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 these risk assessment with your involvement. We will do this 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 Guide/Communicator, please tell the Service Manager.**
- **If any incident occurs which concerns you, please tell the Service Manager.**

To keep you both safe, please remember to:

- **Cover any cuts.**
- **Always wash your hands to stop germs spreading.**
- **Tell the Guide/Communicator if they are walking too fast, or if you feel unwell.**
- **Listen to the Guide/Communicator if they say there is danger, leave if they ask you to.**
- **Do not ask the Guide/Communicator to carry lots of items as they will not be able to guide you safely.**
- **Follow national guidance on Infection Prevention and Control.**

Also remember:

- **Guide/Communicators can only work with one member at a time.**
- **Sometimes following assessment two Guide/Communicators are needed to maintain safety.**
- **A Guide/Communicator should not communicate continuously using British Sign Language/Deafblind Manual for more than 20 minutes without a break.**
- **Guide/Communicators should have an uninterrupted break of 20 minutes if their working time is more than 6 hours.**
- **At meetings, arrange your chairs before the meeting begins, so you are both comfortable.**

## **Smoking**

**“The Smoking, Health and Social Care (Scotland) Act 2005”. Deafblind Scotland considers “Smoking” refers to the use of tobacco products and vape devices.**

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

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

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

**We ask that if a Guide/Communicator 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 Guide/Communicators but not in an enclosed space.**

## Section 5

### Service Provision

- If Deafblind Scotland has to cancel your Guide/Communicator 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.
- Guide/Communicators must go to meetings and training courses 4 times a year. On these days only emergencies can be dealt with.
- We only provide a limited 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 a guide/communicator we require at least 72 hours' notice when possible. Hours cancelled within this time will be invoiced for.**

**If you book a holiday and cancel your normal service, any cancelled hours may still be chargeable and cannot be used at a later date. DbS will contact Social Work to discuss your individual situation.**

**If you are admitted to hospital, hours not provided to you during this period may still be chargeable. DbS will contact Social Work to discuss your individual situation.**

**If you are unwell and don't want to go out with the guide, don't worry. Please contact us or when the guide arrives just tell them you are unwell and can't go out, the guide will be paid for their time.**

**If the guide does not turn up please contact the office/out of hours immediately. Don't wait.**

**During office hours you can phone/text the office on:  
0141 777 7774 or 07715 421 377**

**When the office is closed and a Guide/Communicators  
does not turn up for an evening or weekend job,  
please phone:**

**07715 421 388**

**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 Guide/Communicator doesn't tell you what is happening.**
- **The Guide/Communicator leaves you alone.**
- **You feel unsafe.**
- **You think the Guide/Communicator has broken confidentiality.**
- **There was an accident or incident, even although no one was hurt.**
- **The Guide/Communicator asks you to buy something for them**
- **The Guide/Communicator tries to sell you something**
- **You are worried about anything the Guide/Communicator does**
- **The Guide/Communicator 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 Guide/Communicators 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 Guide/Communicator 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 and or/vehicle in the course of any work during the delivery of this service. Home and Vehicle insurance should be arranged to protect your 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