

What can you expect?

Skills Support will always make sure that there is a clear contract that is easily understood.

The contract will state:



- How much the service will cost
- What is expected from a Personal Assistant
- What jobs or activities a Personal Assistant will provide support for
- What to do if a change is required to the Support Plan
- How many hours of support will be provided
- How to contact us in an emergency

All the Personal Assistants that work for Skills Support either have, or will be provided with, training. We also encourage career development. We expect that they:

- Listen
- Show respect
- Promote independence
- Promote safety
- Work flexibly



Skills Support Ltd

Your Life, Your Way



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Who Are We?

We are a company that specialise in supporting people who are eligible to receive an Individual Budget from their Local Authority or the NHS. This is money that the Council or the NHS gives them to buy their care.

We work for the Local Authority or directly with the public who can purchase our services themselves.

We are regulated by the Care Quality Commission (CQC) and are audited by the Authorities we are commissioned by.

We have listened to what people with disabilities say and have developed a personalised service which aims to support people in a better way.

We provide specialist support for people who have:

- **Learning disabilities**
- **Autism**
- **Aspergers**
- **Mental health problems**
- **Medication assistance**
- **Sensory Impairments**

We work in a way that gives people more choice and control about:

- **The kind of support available**
- **The people that provide the support**
- **The times the support is provided**
- **The type of things that you need supporting with**

What Can We Do?

*We can support someone to obtain an Individual Budget. We can also support someone to choose a **Personal Assistant**. This is someone who provides the support so that you can do things like:*



- **Go shopping and make meals**



- **Look after your home**



- **Visit places, family and friends**



- **Learn new skills**



- **Help keep people healthy and safe**



- **Go on holiday**



- **Attend appointments**

- **Gain employment**

What Is a Personal Assistant?

A Personal Assistant works for the person requiring support at the times requested, to support with things that have been agreed in the individual's Support Plan.



The Customer will choose their own Personal Assistant unlike home care companies who will send carers who are working that day. Usually the Personal Assistant is the same person so people get to know them rather than having to meet different people.



We work with the Customer to help decide what skills, qualifications, experience and personality they would like to have in their Personal Assistant. All Personal Assistants are police checked and referenced.

Managing Money



We can support people to look after the money that the Council gives them to buy the support. To do this we use a Customer trust account.



This means that people don't have to worry about keeping accounts and making sure that the Council have all the records that they need.

We can work with people to do this job and take responsibility for letting the Council know how the money has been spent.