

SUPPORT PLAN

After the Needs Assessment has been carried out, a Support Plan should be drawn up.

This is a written plan and contract signed by Phoenix House and yourself, which states clearly what you are aiming to achieve through the support you receive from Phoenix House, and what support Phoenix House will provide you with. Your Support Plan works in collaboration with your CPA document provided by your CPN or Social Worker. Information which you have agreed on your CPA document will also be reflected on your Support Plan. Your Support plan is an individual written document which sets out clearly what you want to achieve in your life, what Phoenix House staff will do to help you achieve this, and how it will be done. The Support Plan states what Phoenix House will do to help you achieve your aims, it also helps to ensure the health, safety and security of you and your home.

You should be involved in deciding what your support plan involves with a member of the support staff (usually your Key support worker).

How the support will be provided

The support you receive from Phoenix House will be directly related to the issues identified in your Support Plan.

How the support plan will help you

The Support Plan should say what aspects of your life you want support with, what kind of support will be provided, and what you hope to achieve through receiving this support.

If things do not work out as you had hoped, your Key Support Worker should help you by liaising with the Service Manager and other external agencies involved in your support to look with you at what went wrong, and agreeing how to do things differently in the future.

Who will do what

In your support plan it will be stated clearly, who will be responsible for what aspects of your support.

How often will the support be reviewed

The Support Plan should state the date of your next Service Review. Normally, this should be reviewed every 4 months after your Risk and Needs Assessments have been reviewed and should reflect any changes in your support needs. This will include deciding whether you still need the same support, or a different amount or type of support. You have the right to request a review earlier if necessary.

Your Support Plan will only be ended after detailed consultation with you and any other workers or family members who also support you. This could happen if:

- You no longer need support from Phoenix House
- You need a type of support which Phoenix House cannot provide
- You are being referred on to independent living

Your Support Plan would only be ended if no other way of resolving the problem can be found. You have the right of an appeal of decisions made by Phoenix House regarding your support, at which point the appeals procedure should be followed.

When any of these cases arise, the proper procedures of referral should be followed, which should be explained to you.

Your Key support worker should make sure that your four monthly Review Meetings are:

- 1. A two-way process**

You and your Key support worker should both play a part in the meeting.

- 2. Planned in Advance**

Your Key Support Worker should book a time and date which is convenient for you. If your support worker cancels a meeting, he/she should tell you at least an hour before hand.

3. Recorded in writing

You should be given the chance to either read the notes from the meeting or have them read to you. You can ask any questions about the notes, have anything explained to you which you do not understand, ask for any changes which you think should be made, and say, whether or not you think the notes are correct.

4. Free from interruptions

Meetings should not be interrupted by other staff/service users or by telephone calls (unless it is an emergency).

5. Private

No one else should be able to hear the discussions at your Review Meeting. The only people who can read the notes, apart from your Key Support Worker, are those who are involved in your support and need to know.

6. Comfortable

Meetings should be held in a place where you feel comfortable, relaxed and safe.