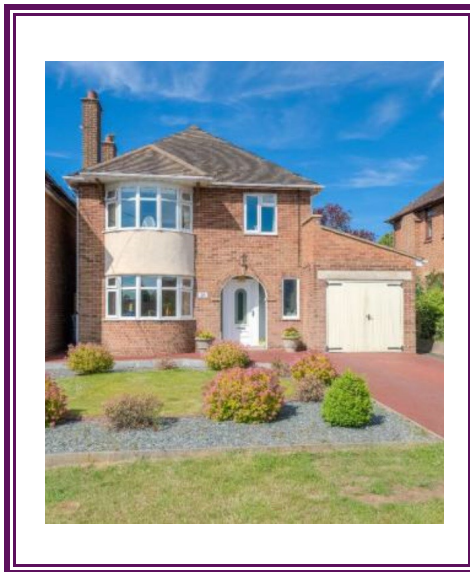


Customer Information for



Complete Support Care Services



This is our head office in Moulton Village.
You are welcome to visit us!

"Supporting

to live

extraordinary

people

lives"

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How to contact us



PHONE US!!
01604 307758
or
07793 217922

EMAIL US!!

headoffice@completesupportcareservices.co.uk



WRITE TO US!!
36 Ashley Lane
Northampton
NN3 7TJ

VISIT OUR WEBSITE!!

www.completesupportcareservices.co.uk



VISIT US ON SOCIAL MEDIA



Facebook



Twitter

About us

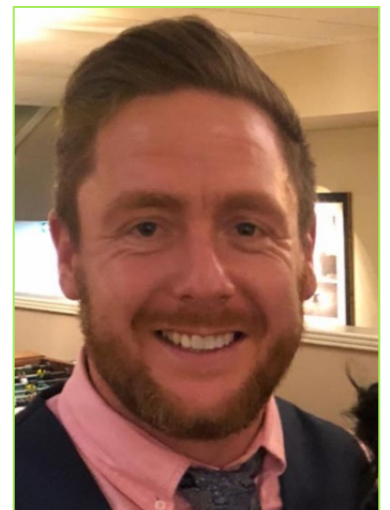
Complete Support Care Services Ltd is a supported living provider. This means we send staff to help people with learning disabilities to do every day things in their own home and out in the community. The aim of our service is to provide treatment and continuing support for people who have mild to severe learning and/or physical disabilities.

"Treatment" means we are meeting your health, cultural, personal, behavioural, nutritional needs (and lots more!)

"Continuing Support" means that we will assist you in maximising your abilities and become as independent as possible, learning independent living skills, accessing education and finding employment.

We will be your advocates - this means we will support you to share your thoughts and feelings about things that effect you, like choosing where you live, who supports you and how they do this.

The company is owned by two people. Daniel Duggan is one and he is also the registered manager. This means he has to make a lot of important decisions to make sure you are happy, safe and healthy. He has worked with people with learning disabilities since the year 2000!! So, he has a lot of experience. He has also worked hard to get a qualification which allows him to manage a service like this one. He has a Diploma Level 4 in Leadership & Management as well as an NVQ 3 in Health & Social Care.



Daniel



Brie

The other owner is Daniel's wife, Brie Duggan. Brie works in the office, making sure that only the very best staff are given a job to support you. She checks their background to make sure that they will do a good job ☺ Brie also checks that you have an up to date care plan and that any paperwork is completed properly. She has done this job since 2004!

Where you Live

You get to choose where you live. Our service covers the Northampton area which is a great place to live! It is a large town with lots of things to do and a good transport system so you can travel independently or with a member of your support team.

These are a few of the places you can visit and services available to you. If you want more information just ask!

DAY SERVICES

There is a large variety of day services to choose from in Northampton, you will be supported to attend the day service of your choice.



This is a group of local authority day services. There are several in Northampton. You can be supported to view each of these before making a choice.

Olympus House, Billing Brook Road, Northampton, NN3 8JH
Tel. 0300 126 1000



This service is very good value for money and you will get to meet lots of people and make new friends here. They have lots of parties as well ☺

The Phab Centre, Sheraton Mews, Sheraton Close, Northampton, NN3 2NL
Tel. 07510 333146

SHOPS

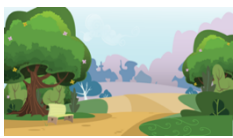


Your nearest supermarket is Tesco, Weston Favell. This is a big shopping centre with lots of other shops. Ask your support team to take you if you haven't been or need support.

There is a big retail park 2 miles away. It is called Riverside. There are several different types of stores there, including NEXT, Sports Direct, Boots and Homebase, to name but a few! As well as fast food and sit down eateries.



PARKS



There are lots of fantastic parks and nature reserves in and around Northampton. Your support team will make arrangements throughout the summer months for picnics and barbecues.

SALON

There is a hair and beauty salon on Boothville Green called Katie Louise. The staff in this salon are very attentive and kind and if you are male or female and looking for a salon experience, we highly recommend this place to you!



Katie Louise Hair Salon, 2 Boothville Green, Northampton, NN3 6JR
Tel: 01604 945976

RESTAURANTS



There are so many restaurants in Northampton!! A lovely one that is near to you is The Lumbertubs. This is a gastro style pub. They have great facilities and a friendly team. You and your housemates will have the chance to go there lots of times if you wish. If you want to try other cuisine, speak to your support team about the restaurants available.

CINEMA



We have 3 cinemas in Northampton. The closest is at Lings Forum, which is next to Weston Favell Shopping Centre. But it is quite a small cinema. The bigger cinemas are further in to the town centre. Speak to your support team to make arrangements.

vue

Sol Centre Northampton
Doddridge Street
Northampton
NN1 2RN
0345 308 4620

cineworld

Sixfields Leisure
Weedon Road
Northampton
NNS 5QJ
0871 200 2000

Forum Cinema



Lings Forum
Weston Favell Centre
Billing Brook Road
Northampton
NN3 8JR
01604 837300

SWIMMING POOLS

There is a swimming pool at Lings Forum, which is the closest one to you. However, if you require extra physical support, this pool won't be suitable. Disabled facilities can be found at Danes Camp Swimming Pool and there is a Hydro-Therapy Pool in Moulton.



Trilogy Health & Fitness



Danes Camp
Clannel Road
Northampton
NN4 0RX
01604 837200

Lings Forum
Weston Favell Centre
Billing Brook Road
Northampton
NN3 8JR
01604 837300

Moulton
INJURY REHABILITATION
CENTRE

Moulton College
Gate 4
Pitsford Road
Moulton
NN3 7QL
01604 492222

BOWLING

Northampton has a bowling alley on the other side of town which is very lively and popular. It is near to the cinema and lots of restaurants, so you can make the most of being there!



tenpin

Sixfields Leisure, Weedon Road, Northampton, NNS 5QL
Tel. 0871 222 3675

NIGHT LIFE



Northampton has a thriving night life for able and disabled bodied people. There are organisations and pubs/clubs which arrange and host evenings out. Your staff team will support you to know what is on and how to get there!

★★★
THE PLOUGH HOTEL

This is organized by "Care with a Difference" every Thursday evening from 7pm!
Bridge Street, Northampton
NN1 1PF
01604 638401

The Rockin' Roadrunner club



These evenings take place throughout the year. Go on the website to find out when the next one is!

www.rockinroadrunner.com
The New Roadmender, 1 Lady's Lane
Northampton, NN1 3AH

Staff & Management

Our dedicated support team are here for you. If you have any needs or any questions, they will be happy to help you. All of our staff have an enhanced DBS disclosure and a minimum of x2 references, one is from their last job. We find out as much about them as possible to make sure that they are going to be the right people for the job!

Some of the team do different roles. Here are the current staff team and their roles:

THE REGISTERED MANAGER

This person is in charge of the team and makes sure your home and support make you happy.

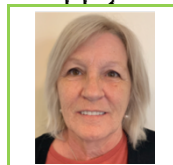


Daniel

**YOU MET DANIEL EARLIER
IN THE SECTION "ABOUT US"!**

HOUSE LEADERS

The house you live in will have a dedicated house leader. This person works at your house a lot and is in charge of making sure everything runs smoothly. They help the other staff know how to support you and will work closely with Daniel to make sure you are happy ☺



Kate



PHOTO

Name

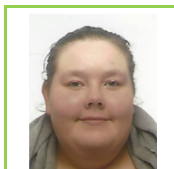


PHOTO

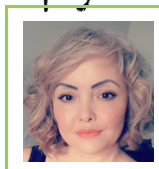
NAME

THE SUPPORT TEAM

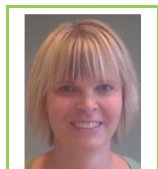
These are the dedicated people who support you to be as independent as possible and live a good life. One of these people will become your own personal key worker and help you to achieve in your life.



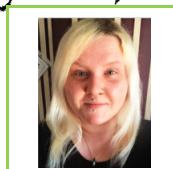
Amy



Bella



Debbie



Eve



Jenny



Jo



Karen

We want our team to be kind, caring and trained to do the very best job for you. We train our staff on lots of different subjects, like first aid, food hygiene, fire safety, health & safety, medication, moving & handling, equal opportunities, safeguarding, mental capacity act and deprivation of liberty safeguards. If you have any specific needs, such as you are epileptic or diabetic, we will train the team specially for you.

We care a lot about our staff, so we meet with them to talk about how we can support them to do their jobs better and thank them for the things they do well. We want you to be a part of these meetings. We will also invite you to help us with interviewing new staff members. After all, you will be being supported by them, so you should get to choose who gets the job. You will be asked what you think of new staff after they have started work as well. What you think of our staff is really important to us ☺

Our Support

.....is personalised to you! Before you choose us as your supported living provider we will meet with you and talk about what you want. We will then work hard to build a care plan that meets your needs and wants. This is a folder that you keep at home which holds all the information staff need to know in order to keep you safe and make you happy. These are some of the things we can do to support you to live a happy, healthy and safe life 😊



Washing & Styling your hair.



Choosing your outfits



Hair removal

PERSONAL CARE

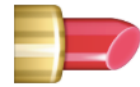
If you need help with personal care tasks, we can make sure you are supported in a private place and always treated with dignity. You get to choose who helps you with this and how they help you.



Using the toilet



Showering & Bathing



Looking your best!



Shopping



Cooking



Dressing & Undressing

INDEPENDENCE

We will promote your independence at every opportunity, no matter how far your abilities reach or what needs you have. You will be encouraged and supported to do lots of things for yourself and be fully present and involved in anything you need full support with.



Household Chores



Managing Money



Taking Medication

FINANCES

If you want or need us to we will help you learn, to the best of your ability, how to manage your personal monies; claim any benefits, access your bank, save money and pay your household bills, while keeping an accurate detailed record of all transactions for your personal information.



Spending your Money



Accessing your Money



Budgeting



Keeping your Money Safe



Your Income



We can support you to get back in to education.



Learn to use a computer and the internet



Learn a new skill

LEARNING

We are here to help you to learn and develop new skills, so you can enjoy more life experiences and achievements. There are lots of ways you can learn which can help you to secure a job as well! Your team will support you to complete a weekly Achievement & Development Diary which will help you to set goals and make plans to reach them!



Learn about the world



Get a qualification



Join a Library



Relationships



Community



Care Planning

Family & Friends

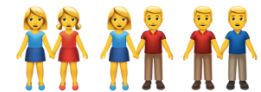
We will support you to stay in contact with the people you care about and who you choose. Your friends and family will be welcomed by us and can be as involved in your care and treatment as you want them to be.



Socialising



Family



Circle of Support



GP



Optician



Dentist

Healthcare & Support

Your health is really important to us and you might need help to make sure you see your GP and other healthcare professionals regularly and when you need to. You will have a dedicated section in your care plan relating to your health so you can keep track on everything!

We will also help you with your medication.



Podiatrist



Psychiatrist/Psychologist



Medication & being poorly



Horses



Car racing



Fun Fair

Do the things you Love <3

We will support you to build a bucket list and achieve everything you have ever dreamed of! And also support you in doing the hobbies you love and exploring new ones.



Cycling



Relaxing!



Cruises & Boats



Trains

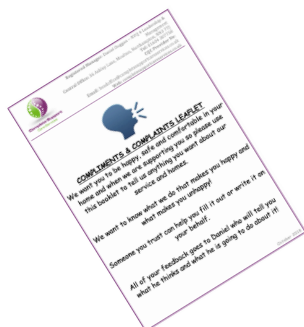
COMPLIMENTS & COMPLAINTS



WE WANT TO HEAR FROM YOU!



What you think about our service is really important to us. **YOU** are important to us! So, whether you want to tell us something that has made you happy **OR** if there is anything you are unhappy about - we want to know!



You will be given some leaflets when you move in - more are available upon request for you to either fill out in private, or with the support of a team member. Your complaint can be sent to -

Head Office
36 Ashley Lane
Northampton
NN3 7TJ

Or you can call **01604 307758**



We will write to you within 7 days of you making a complaint with information about what we have or are going to do about it.



If you are unhappy with how we have dealt with your complaint, you can approach -

Northamptonshire Adult Social Services
One Angel Square
Angel Street
Northampton
NN1 1ED

Or you can call **0300 126 1000**



VIP

We also give out yearly questionnaires which help us know what we are doing well at and any areas that we need to do better in. Head Office will send these to you, usually in April each year.

What you think about us and how you feel is very important.

TELL US WHAT YOU THINK!



SERVICES WE OFFER & COST



SUPPORTED LIVING PACKAGE

The following is our basic core hours which are tailored to your individual needs & choices.

- **CORE HOURS OF SUPPORT ARE AS FOLLOWS:**

Sleep in staff member: 22:00hrs - 07:00hrs each night
Monday - Friday: 07:00hrs - 09:00hrs & 16:00hrs - 22:00hrs
Saturday & Sunday: 07:00hrs - 22:00hrs

- **COSTINGS FOR CORE HOURS**

1 Carer Supporting 2 people living together: from **£900** per person per week
1 Carer supporting 3 people living together: from **£600** per person per week
1 carer supporting 4+ people living together: from **£500** per person per week

- **1:1 SUPPORT**

- Anytime, any day as required: **£20** Per hour

What's next?

If you are interested in being supported by Complete Support Care Services Ltd, we can make arrangements for you to visit some of the other people we support and get some of our staff to spend time with you.

We will complete an assessment of your choices and needs and see if we are the right service for you! We will always be honest if we don't think we can meet your needs and can recommend some other great services who could support you better.

If you have any questions, you can contact us using the details on page 4 of this brochure in the section named "**How to contact us**".



We hope to hear from you soon!!