

Making the Most of Your Support – Community

Client Name:

Getting to Know Each Other

Most people we support are referred to us because they need practical support at home and also someone to talk to and spend time with. Sometimes people have also been having a really difficult time with their mental health and are needing extra support to help get life more organized and stable again.

Often, they are anxious about meeting us and allowing them into their homes. We do find though that once we have got to know our clients, they see that the support we offer can make life a lot easier and more enjoyable.

We know it can be stressful though, so we have written this to try to explain how the service works and to help you understand how to make the most of it.

Starting Your Support

The first people you meet from Enable will be our senior staff who are responsible for making sure your support works well and that you are happy with it. They will talk to you about how we work, introduce you to your support workers and will write a Support Plan with you – based on how you want your support to work.

They will also read through the Support Charter with you and ask you to sign this. This is a short document which sets out some basic principles about how we ask people to use their support. We have tried hard to keep this as flexible and relaxed as possible.

Keeping Your Support Running Smoothly

We want you to feel positive about seeing us and to try make the most of your support hours and we will always be asking for your ideas on how to use it in the best way.

We know though that your life might be quite busy and that sometimes other things can get in the way and you might forget we are coming or might not be feeling well enough to see us.

We understand this and we will help you with this. We will plan your support so it becomes a helpful routine to you – set days and times if that works for you. If you want, we can help you get yourself a mobile phone so you set reminders for visits and can keep in touch with us as well as friends and family and if you're not feeling well and need to cancel, just call us – that's fine, we will understand.

It is really important that you do see as much of as you can though – so that you can direct your own support and maximise the benefits of having it. We know that it may take time for you to get to know us and trust us but we understand that and will take things at your pace.

Once we get to know you will probably find that the hours, we spend with you each week pass by very fast - most of the people we work tell us that it does and many wish they could have more hours!

To keep in touch with you about your support, we will call you on the day of your visit to check you are going to be in and to chat about how we can support you that day. Please try to be there when we visit or let us know where you are, if you are running late or if you need to cancel.

And please tell us as well if there is something that is bothering you about the support and this is the reason you are seeing less of us. We want to hear about any concerns you might have so we can sort resolve these with you and you can start enjoying your support again.

Enable Guidance Sheets

As part of your support plan, we will also provide you with Enable Guidance Sheets on subjects you might be interested or need support with – such as sleep hygiene or anger management. These guidance sheets have been written by us to provide useful, general information. We hope that they will be helpful to you.

All the guidance sheets have information about websites etc where you can get more information if you need it. However, if you need more specific advice about your own health and wellbeing, you should contact your mental health team or GP.