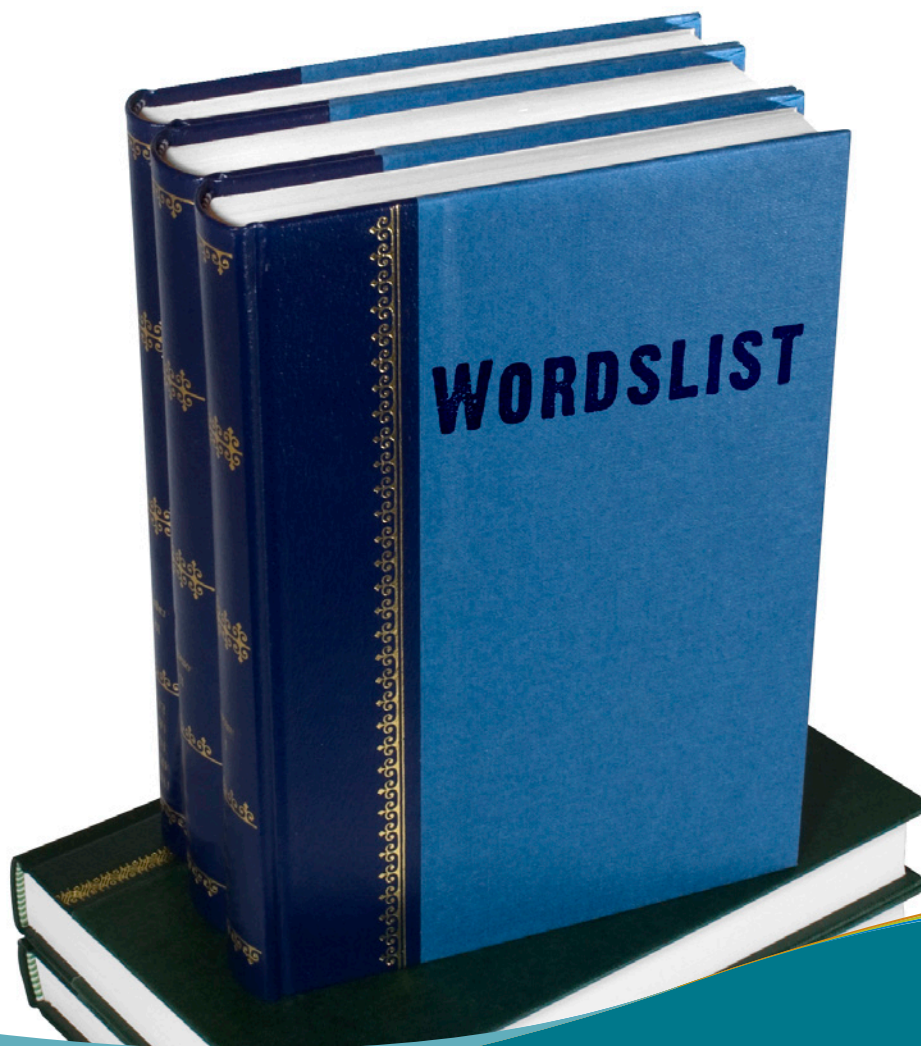




Words list

Your support



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- Glossary

Words list

Your support

1. Support plan

This is what you and your support worker agree you want to achieve and how you will achieve it.

2. Support plan review

You and your support worker will regularly look at your Support Plan to see how you are getting on in meeting your goals. You may have met some of the goals. You may want to work towards different ones. You and your support worker can agree if your Support Plan should change. This information is written down and called a 'Support Plan Review'.

3. Referral

Anyone who wants to get support from us must be 'referred' to us. A referral is a request from you or from another organisation for us to start giving you support. We will be sent information to help us decide if our support is right for you. If we accept your referral, we will start giving you support.

4. Outcome areas

These are the areas your support worker can give you support in.

5. Risk assessments

Risk assessments look at what things could harm you. It also looks at what action can be taken to try and stop these things from happening. For example, one risk could be a fire in the home. The sort of things that could stop this from happening include smoke alarms and knowing where fire exits are.

6. Service-level agreement

This is an agreement made between MST and another organisation. It says how we will work with the other organisations to give you support.

7. Policies

Policies are rules that say what we will and will not do. MST has policies on a lot of different topics. Many of them are explained in this Guide, including:

- Equality and Diversity (what we will do to make sure everyone is treated fairly and equally)
- Health and Safety (what we will do to keep you safe)
- Complaints, comments and compliments (what we will do if you give us your views and opinions on what we do)
- Anti-social behaviour (what we will do if someone is being harassed or bullied)
- Protection for Vulnerable Adults (what we will do to protect people who are vulnerable)

8. Discrimination

Discrimination is where people are not treated equally. It is against the law to discriminate against people because of their:

- Religion or beliefs (for example, if a person is a Muslim)
- Race (for example, if a person is of mixed race)
- Gender (for example, if a person is a woman)
- Sexuality (for example, if a person is gay)
- Disability (for example, if a person uses a wheelchair)
- Age (for example, being told that they are too young or too old)

9. Confidentiality

When something is 'confidential', it means it is private. Normally, the person who is being told something that is confidential is not allowed to tell anyone else. MST has a 'confidentiality policy'. This explains what we do with your personal information. It says what information is confidential and what we will do if information needs to be given to someone else.

10. Anti-social behaviour

This is behaviour that is likely to cause alarm, harassment or distress to other people.

11. Supporting People

Supporting People is a programme that is paid for by the government. Each council has a 'Supporting People' team. Supporting People aim to make sure people get the housing-related support they need to live more independently. This includes avoiding a care home or hospital or, life on the street. Supporting People is one of the organisations that give us money to run our services. They also check to see how well our services are being run.

12. Commission for Social Care Inspection (CSCI)

CSCI checks to see how well social care services run. CSCI is paid for by the government, but it is separate to it. CSCI check some of our services, such as our registered care homes. They look at what we are doing well and what we need to do better.

13. UK Border Agency

The UK Border Agency is part of the Home Office (a government department). The UK Border Agency give us money to run our services to asylum seekers. They also check to see how well our services are being run.