

Keyring Living Support Networks

Service Description

8/11/2014

About Our Services:



Keyring Living Support Networks

KeyRing take time to get to know you properly so we can tailor our support to what you really want and need, through a flexible combination of 1:1 and group support. KeyRing will work with you to build your skills so that you become more independent.

If you choose to be a KeyRing member you will become part of a network of people who work together to share skills, support one another and get support to become linked into their community.

A team of volunteers and staff can help you with:

- Enrolling on a course
- Finding Voluntary or paid work
- Learning how to use transport
- Planning a holiday
- Independent living skills/managing your money
- Other things that will help you get the life you want

Flexible support 7 days a week – office hours 9am-5pm.

The hourly rate ranges from £ 7.50- £13.85, depending on the service you need

Contact Details – Steve Pritchard. Phone 07939 724820. Email steve.pritchard@keyring.org

Safeguarding (Staying safe)



Staff attend training on the Safeguarding Policy and Procedure and regular refresher sessions. We assess risks for individuals with their individual support action plan. There is a system for notification of suspected abuse and recording of investigations. Safeguarding logs are reviewed quarterly to identify trends, improve response, share learning. The Board has quarterly reports.

X was financially abused by his father who took a lot of X's benefit money stopping him from furnishing his flat. We told Social Services and got a safeguarding conference called. X had an assessment of his capacity to manage his money, it was agreed he needed an Appointee to look after his money. Now, X has moved into his flat and has money to make it his home. Our role was to identify and report potential abuse, work with Safeguarding team to reduce/remove the risk of abuse, support X to manage potential risks and monitor.

Quality



A good service is where people accessing the service have choice and control over their support, where staff support people to access opportunities and take worthwhile chances. It is Person Centred, supporting individuals to build on their strengths and supporting them to achieve their goals. Working together with individuals assessing potential risks and coming up with risk management plans to lessen risk. Helping individuals make decisions based on all the choices available and accurate information. We make sure things get better by

- listening to feedback and making changes e.g. complaints/compliments,
- reviewing all our systems and processes and making improvements regularly, e.g. Quality Programme
- training and developing our staff e.g. Social Inclusion training
- learning from past experience e.g. safeguarding review meetings
- using information to spot trends and make improvements e.g. Outcomes monitoring
- ensuring everyone is included e.g. Equality Impact Assessments on policies/procedures, accessible Diversity resources

Service User Involvement

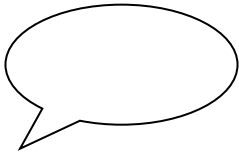


There are local Network meetings to discuss issues such as quality, that matter to people accessing the service. Each Network has a representative who attends their regional Forums; each region has representatives on the National Forum. Giving individuals a voice at every level of the organisation; to share information, gain experience, training and be involved in shaping KeyRing.

One third of the Board of Trustees are people who access the services elected by peers. We get feedback in many ways including an annual satisfaction survey designed with people who access the services, monitoring complaints and compliments and by taking part in reviews of the service. We have a Quality Checkers programme.

KeyRing uses the Outcomes Star tool so individuals can track their progress in reaching their targets. The information is collected for each service and team and is used locally and nationally to shape and develop services.

What people have said about our service



(Oldham Members Satisfaction Survey 2014)

“KeyRing have really helped me out. I wasn't eating when I first joined KeyRing because I was on such a low income. KeyRing's helped me to sort out the issues with my benefits and I am now in a much more comfortable position”

“I do not think I would have stopped taking drugs if it wasn't for KeyRing”

(Barnsley members 2014)

“I really enjoy being a member of the network. I am my own boss and I know my volunteer is nearby if I need her”

“I do much more now than I ever used to. I am always busy now and being part of KeyRing has helped me make lots of new friends”.

(Barnsley employer 2014)

‘I've seen a real difference in X since he joined KeyRing’. ‘He never used to say two words at work and now he chats all the time’

Friendship and meaningful relationships Outcomes

Physical Disability	Mental Health	Learning Disability	Autism	Other Vulnerable Adults
✓	✓	✓	✓	✓



Person X said “I wanted to go the cinema but had no one to go with. Staff and volunteers knew someone else who liked the cinema and introduced us. We now go to the cinema a lot, play computer games and take it in turns to make each other Sunday lunch”.

We use the Outcomes Star planning tool so support plans are focussed on making sure that people achieve the outcomes they want. The Star measures progress made towards achieving those outcomes, this is reviewed every three months and plans updated including risk management plan. The information is recorded on our database and reports are collated for the individual, for the service, team and nationally and to report to commissioners. Regular file audits, customer satisfaction survey and quality reviews check that people are achieving the outcomes they set out to.

Leisure Outcomes

Physical Disability	Mental Health	Learning Disability	Autism	Other Vulnerable Adults
✓	✓	✓	✓	✓

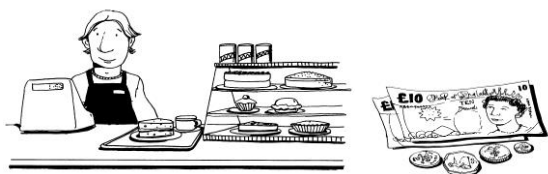


Persons X & Y wanted to go on a caravan holiday .”Our Volunteer helped us find a wheelchair adapted caravan, sorted out a taxi to get us there and made arrangements for there to be someone at the site who made sure we were ok .This took planning, but was well worth it”

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Employment Support Outcomes

Physical Disability	Mental Health	Learning Disability	Autism	Other Vulnerable Adults
✓	✓	✓	✓	✓



Person X was nervous so asked KeyRing to support him at a job interview. The employer agreed KeyRing could support him at the interview. He was supported to look smart, reminded to stay calm, and rehearsed some questions and answers. He has now had full time employment for the last two years.

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Volunteering Outcomes

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✓	✓	✓	✓	✓

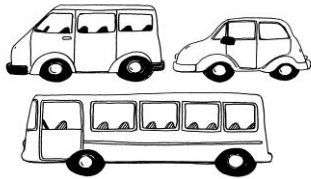


Person X wanted to volunteer in a shop and asked KeyRing if they would support her to go and enquire. They created a CV with her contact details and handed them out in a few shops. Two shops rang her and after a short interview she now volunteers in the local hospice shop

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Transport/Mobility Outcomes

Physical Disability	Mental Health	Learning Disability	Autism	Other Vulnerable Adults
✓	✓	✓	✓	✓



Member X is a wheelchair user and he wanted to go to America. The KeyRing volunteer researched specialist holiday providers and went through brochures with him. They arranged a special seat on the flight, accessible transport to and from the airport in America and a specialist holiday co-ordinator to support him during his stay

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Health Awareness/Promotion of Emotional Wellbeing Outcomes

Physical Disability	Mental Health	Learning Disability	Autism	Other Vulnerable Adults
✓	✓	✓	✓	✓



Member X was very scared and refused to go for a mammogram. KeyRing staff talked through the whole procedure with her and offered support during the appointment. After lots of encouragement and reassurance Person X attended the appointment and now attends all medical appointments on her own, because she is no longer frightened

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Enablement Outcomes

Physical Disability	Mental Health	Learning Disability	Autism	Other Vulnerable Adults
✓	✓	✓	✓	✓

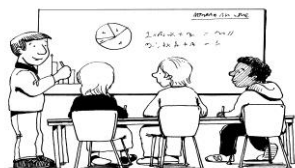


Member X was very vulnerable and often had people walking into his flat. KeyRing supported him to get a Central Call microphone fitted to the door with an alarm system. This allows him to hit a button and Central Call can monitor who is at his door and raise the alarm if needed.

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Education/Training Outcomes

Physical Disability	Mental Health	Learning Disability	Autism	Other Vulnerable Adults
✓	✓	✓	✓	✓



KeyRing staff and volunteers support people to access courses at Northern College and Barnsley College. They also support people to register with Adult Learning. Members X, Y and Z in Honeywell are currently accessing cookery, jewellery making, literacy and numeracy and mechanics courses and hope this will help them build their skills and confidence

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Lifeskills including /budgeting and financial management outcomes

Physical Disability	Mental Health	Learning Disability	Autism	Other Vulnerable Adults
✓	✓	✓	✓	✓



KeyRing member A says “I had lots of debts and I was very down so I asked KeyRing for help. They helped me think about my money and to work out a plan so that I could pay off my debts. It took quite a while but I got there. KeyRing helped me turn my life around”

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Housing related support outcomes

Physical Disability	Mental Health	Learning Disability	Autism	Other Vulnerable Adults
✓	✓	✓	✓	✓



KeyRing member B said “I live above a busy surgery and all day the door was banging. It drove me mad. I asked my KeyRing worker to help and we contacted the housing officer. They monitored the noise and asked the surgery to do something about it. They put stoppers on the doors to stop them banging”

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Costing Model

Type of Service	Cost	Any additional cost / info
Low level preventative and early intervention services	£5 a week	To receive access to the Out Of Hours phone support/signposting service
Individual support 1:1	£13.85 ph	1:1 support provided to achieve support plan goals. Costs of support could potentially be shared if: <ul style="list-style-type: none"> - The individual is linked to another person with same goals (£7.50 ph) and support was on a 1:2 basis - Support could reduce to ½ hour periods (£7.50 per half hour)
Building based activity	£7.50 ph	Attending our 'Hub' session which can be used in both a 'preventative' way but also to plan mutual support and community activities with other users of the Hub
Community group activity	£0 unless 1:1 or 1:2 support needed	We support people to develop community based activities. People need to cover cost of travel and the activity. There is no cost for this unless people need 1:1 / 1:2 support and then the hourly rates above apply.
Specialist service	N/A	